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Papers on government libraries, public libraries, and research libraries presented at the 1984 IFLA general conference include: (1) "Library Services for Research" (Maria S. Pla de Menendez, Colombia); (2) "Interlibrary Loans, Present and Future: A Consideration for Academic Library Management" (Geoffrey G. Allen, Australia); (3) "The Parliamentary Library and the Parliamentary Information System--Tasks and Problems" (Wolfgang Dietz, West Germany); (4) "The Role of University Libraries in Developing Countries: The Case of Francophone Black Africa South of the Sahara" (Gerard Thirion, France); (5) "IFLA Working Group on the Impact of Information Technology upon Public Libraries" (Peter D. Gratton, United Kingdom); (6) "The Creation and Development of a Nation-Wide System of Libraries in Malawi Since 1970, with Special Reference to Public Libraries" (Rodrick S. Mabomba, Malawi); and (7) "Public Library Service in Africa. Opening Remarks: The Development of a Nationwide Public Library Service" (E. M. Broome, United Kingdom). (THC)

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Library Services for Research

by

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LIBRARY SERVICES FOR RESEARCH

1. HISTORICAL APPROACH

Specialised Information and Documentation Centres became very popular and fashionable in Colombian Universities during the nineteen seventies. Every time a new area of research started, experts wanted to have a Documentation Centre. They urged the creation of new collections and the appointment of new personnel. Many of them didn't even think about whether the library had the ability to offer services or not. Library services might be good for undergraduate students or for ordinary public library users, but not for researchers. They were probably right most of the time. Traditional libraries were providing traditional services, usually waiting for the readers to come in, usually with small budgets and always with complicated procedures both in organising information and in offering services. So, budgets that libraries had such difficulties in increasing, were easily acquired by the bright new Documentation Centres.

Nevertheless, a quick glance at those Documentation Centres could easily give the impression that many of them were not much more than a name, without trained personnel, without the most elementary resources and even without knowing what a real Documentation Centre should be. On the other hand, a few librarians were thinking about this problem and started asking themselves whether they were doing the right things. A very interesting Seminar took place in the General Library at Los Andes University. We were trying to answer the question: are we really providing the services the users need? For the first time we asked an expert in Marketing to help us answer the questions. What really was our job? Who should be our clients? Were we really giving them what they expected and needed? (1).

This Seminar was the beginning of a series of changes in our thinking and in our way of viewing our job. Libraries had to change and become more acquainted with users needs, or they would exist only as a curious remembrance of times past.

One of the first steps was to make a serious study of the actual Documentation Centres themselves, and most of them pointed up the same problems. They had no connection with library services and, consequently there was a lot of duplication in services and collections in libraries: many of them were really only a few documents collected by a few teachers or researchers, who didn't really know what libraries had to offer in their area; they had no personnel trained in the handling of information. Three papers were presented at a University Libraries Meeting in Cartagena in 1981 (2); studies of three different regions of the country were presented and recommendations were made always to co-ordinate those Documentation Centres with the university libraries. Control of Information had to be centralised and a careful study of costs, services and needs had to be made before the creation of any new Centre.

Our library had an alternative idea. The University of Los Andes is a rather small private university, and we thought that a good and accurate service, with special emphasis on reference services for researchers and close connections with national and international information networks would ensure an adequate service at much less cost.

2. THE UNIVERSITY OF LOST ANDES GENERAL LIBRARY: A CASE STUDY

2.1 Introduction

Two main facts led to the idea of developing specialised reference services up to the highest levels of efficiency and accuracy: first was the increase of research at the University and the second was the distrust we had of specialised Documentation Centres which were not under library control, without technical organisation, with a lot of duplication and run at very high cost to our university.

The University of Los Andes has one of the largest research programmes among Colombian Universities. Most of its teachers are engaged in research besides their teaching activities. The library has thus to revise its aims or it would remain like a college library while specialised Documentation Centres appeared partially to support researchers needs though at a very high cost.

2.2 The first project

A specialised Reference Service had been started in 1977 with one librarian and a few bibliographic sources. In 1979 we presented our first formal projct to the Academic Council (3). This consisted basically of dividing this specialised Reference Service into three main areas: Science and Technology, Social Services and Humanities. One specialised librarian was to work at the head of each section and the services to be given were the following: bibliographic research, search of information, reprographic services of articles and documents, links with national and international specialised networks, alert services.

etc. . The project was approved and in May 1980 services were reorganised according to this proposal.

The first step was to make an evaluation of our reference collections, a study of users needs and the design of forms that were to be used. Also we had to control the type of statistics we were going to collect in order to get the proper feed-back about our work.

The first report was written at that time and included general information on our objectives, accommodation, personnel, time-table of the programme and collections. A second chapter was an evaluation of the actual bibliographic resources, including not only reference works but also the general collection. A manual of procedures and job analysis was also included and, finally the first study of potential reference users was made. (4).

The evaluation of the general collection was discouraging and we started our first programme of bringing our collection up-to-date. Lists were made of the most important reference tools and emphasis was laid on the acquisition of indexes and abstracts in the fields in which most of the research was undertaken. With the co-operation of some faculty members we made a basic list of the most important reference tools and asked for financial help for official Institutions in charge of research programmes in Colombia. Finally no extra funds were allowed and we started the acquisition of material with the usual budget, plus some extra funds contributed by the different faculties.

Also very discouraging was our study of potential reference users. A survey paper was sent to 88 teachers and researchers. This is about 50% of the university staff and only 25% of those were current library users. Most of them were trying to get information through their own sources (very incomplete), had their own libraries or belonged to professional associations from which they were receiving information. However, they seemed very interested in the Special Reference Services projects, and complained about limited communications between the library and teachers.

In May 1980 the hiring of Reference staff was completed, they included three reference librarians (one for each main area mentioned above), and three assistant librarians.

2.3 Growing demand for services

In order to adjust programmes and services slowly, we didn't make much promotion of our services at the beginning. Reference collections and services were divided and organised in three reference rooms, one for General Reference works and Humanities, another for Science and Technology and a third one for Social Sciences. General questions were usually answered by assistant librarians. Specialised questions demanding bibliographic research and/or contacts with other institutions and networks were taken on by the professional reference librarians. The Library started the acquisition of new reference material, mostly indexes and abstracts, and also of new research periodical literature.

The additional personnel just mentioned, and the additional acquisitions, made the library budget increase considerably and the University authorities started questioning the necessity for the programme. But in the meantime the demand for our services started growing, first among teachers and researchers and later among students researching for dissertations. At the end of 1980 we had our first statistical data. Feed-back of the programme was positive and, even without any serious promotion of our success demand was growing.

2.4 The Library Committee

However, there was evidently a real fact to be taken into account: the programme was expensive, according to the usual standards of the libraries in our country. During the same year a new Documentation Centre opened at the School of Engineering, without any co-ordination with the General Library. The cost of this Documentation Centre meant again duplication of services, new professional staff, and a higher budget, so we used it as an example to explain the convenience of our programme even if the cost were higher than that of a traditional library.

The Academic Council finally appointed a Library Committee to study library problems and costs. After an accurate analysis of all library services, including special libraries depending on the General Library and of two independent services, the Economy Library and the Engineering Document Centre, the Specialised Reference Services were finally seen as a very reasonable alternative to Documentation Centres.

One problem was still evident: the cost, although lower than that of Documentation Centres, was still high. The library budget came from the fees of undergraduate students: therefore, it was not reasonable to spend it all in research services. On the other hand, most research programmes had funds for bibliographic aids, that never returned to the library. From this Committee came the idea of charging for these services. (5).

2.5 Cost studies and financial project

Early in 1982, the Library asked the Faculty of Administration to study library costs in order to take a decision on how much we should charge. A comparative study was made with private and public institutions offering similar services, and also a time and motion study to calculate the value of professional staff and assistant staff work. Prices were finally fixed and in the month of September 1982 we started charging for those services to University users.

We realised at the same time that outside demand was big enough to think of the possibility of offering those services to other institutions and to private enterprises. Up to that date we only used to give information about the bibliographic material we had at the library, but, since we had already had a basic structure to give information on several areas of knowledge, we decided to offer this service to other institutions too. An economic cost was going to be charged outside the University and a special price to University members.

We decided the procedures we were going to use to secure the money and, in August 1982, we sent to all teachers, researchers and students on research programmes a pamphlet explaining the new services and their cost. A different pamphlet was prepared and sent to private enterprises outside. We made a selective list of the most important of these institutions and the pamphlet was sent in February 1983.

2.6 Users training programme

The first reaction of former users was to complain about the charge for something which had been free up to that date. We decided to improve our training programmes so that the readers could use reference tools by themselves. These training programmes were organised for specific areas and included audio-visual material. At the same time, the Head of the Periodical Department absorbed the job of teaching readers how to use reference tools.

This programme has proved to be useful in two ways: users know better the type of work we are doing, and they are more willing to pay for work which they see as much more indispensible and more difficult to undertake than they had thought hitherto.

3. SOME FIGURES FROM THE LAST THREE YEARS

Comparing the figures on the table, we can observe the following data :

3.1 The increase of demand is clear from the beginning of the new services until the first term of 1982. During this period most of the demand came from the University, because students in the areas of Humanities are the ones who used reference services most often.

3.2 In the areas of the Social Sciences the demand of outside institutions is much higher, maybe because our collections have been very well known by other researchers and are some of the best in the country.

3.2 In the areas of Sciences and Technology the demand is seen to be steadily increasing until the first term of 1982.

3.4 When the programme starts to charge a cost inside the University then demand comes down in a spectacular way. It never came up again in the same proportion, but, comparing figures with the statistics of use of the reference collection, we can see that a great number of users started consulting reference tools by themselves. The training programme was a real success during most of 1983.

3.5 At the same time, after we sent a copy of the pamphlets to outside institutions, demand started growing and at the end of 1983 was higher than that of university users. Demand for information came from all over the country, from public and private institutions, from researchers and even from Government Offices.

3.6 Inside the University, some of the research programme started to dedicate special funds to bibliographic research or, started to ask the library for collaboration. The Department of Political Science was first and the Faculty of Law. Both developed very interesting programmes with a very high contribution by library professionals, and with great profit to the library itself.

Areas / Periods	Humanities			Social Sciences			Science & Technol.		
	Andes	Other	Total	Andes	Other	total	Andes	Other	total
1980-2°Sem.	65	14	79	85	83	168	51	28	79
1981 - 1°Sem	97	13	100	64	35	99	76	29	105
1981 - 2°Sem	106	17	123	76	29	105	81	24	105
1981 - Total	203	30	223	140	64	204	157	53	210
1982-1°Sem	103	15	118	72	31	103	93	22	115
1982-2°Sem	21	14	35	13	12	25	21	13	34
1982-total	124	29	153	85	43	128	114	35	149
1983-1°Sem.	35	26	61	32	43	75	38	51	89
1983-2°Sem	41	37	78	37	48	85	47	45	92
1983-Total	76	73	149	69	91	160	85	96	181
1984									

4. CONCLUSION

In conclusion, this programme has proved itself to be positive. Firstly, the use of reference tools has increased not only among reference personnel, but among students and teachers. Secondly, demand for information although it has not reached the former scale is steadily growing. Users are realising the complications of using reference tools and are more willing to pay for the work. And those working in the research programmes of the University are more and more convinced of the great help that the library can give them, are counting on the library's contribution and are including support for the library in their budgets.

This has been for us a very interesting experience, since the library has improved its services and its training programmes at no more cost and it seems that there is no longer interest in creating more special Documentation Centres. Indeed there is a growing opinion in the University that the Engineering Documentation Centre should be integrated with the General Library.

5. NOTES:

(1) Seminario Taller; bibliotecas para las educación. Universidad de los Andes 1979.

(2) III Seminario de Bibliotecas de Educación Superior, Cartagena Octubre 1982.

(3) Proyecto salas de Referencia. Universidad de los Andes, Biblioteca General, 1979.
- Servicios de las Biblioteca para la investigacion, 1981

(4) Referencia Especializada: estudio de usuarios, manual de procedimientos y evaluación de colecciones. Biblioteca General 1980.

(5) Estudio sobre los servicios de Biblioteca en la Universidad de los Andes. Consejo Académico, Noviembre 1981

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IFLA GENERAL CONFERENCE, NAIROBI 1984

Division: General Research Libraries

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Inter-Library Loans, Present and Future: a consideration for academic library management

by

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Meeting no. 65

INTER-LIBRARY LOANS, PRESENT AND FUTURE: A CONSIDERATION OF CONSEQUENCES FOR ACADEMIC LIBRARY MANAGEMENT

by

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When identifying inter-library lending as a topic for a paper to the Section of University Libraries, the Standing Committee was, I believe, concerned with three distinct, but related issues. Firstly, it was believed that there is widespread interest, if not concern, in academic libraries about the world, in the implications of IFLA's UAP programme for academic libraries. Secondly, there is a developing realisation that this section, comprising as it does individuals whose daily professional activity is that of library management, should be concerning itself with the possible consequences of discussions being held or decisions made in the more technically oriented sections. Undoubtedly library managers are concerned at the policy, and especially budgetary implications of technical innovations, and it is hoped that this section may be able to establish common forums between managers and specialists for the debate of appropriate issues. Lastly, recognising the significance of the occasion of IFLA's first visit to Africa, it was hoped that some particular attention could be given to the problems in inter-lending operations for academic librarians on this continent.

Although there is a large and growing literature on inter-lending, the primary objective of this paper is not a review of practices but of the attitudes, beliefs or concerns of senior academic library administrators at the present time. I therefore concluded that there was no alternative but to ask these library managers direct questions. A questionnaire was therefore designed and sent for comment or criticism to several members of the Standing Committee of the Section of University Libraries. With the benefit of the responses from these colleagues, the questionnaire was revised considerably (see Appendix I).

The questionnaire addressed five major areas of ILL activity. Questions 1 to 4 solicited information about National ILL policies or codes and, where they exist, on the extent to which academic libraries abide by them. The next major group, questions 6 to 13, is concerned with the policies that define the relationships between academic libraries in ILL transactions, while questions 14 to 17 deal with the policies libraries have towards their own readers. The issues of availability, special restrictions, and charging are addressed in both contexts. Questions 18 and 19 are aimed directly at the issue of change, and what person or body is responsible for policy on ILL. The final major group of questions, 20 to 27, solicits information on practices and performance of the libraries in the process of requesting inter-loans. There were two remaining questions. Question 5 sought information on recent studies on ILL to update references obtained from LISA and other sources and to provide an indication of the extent to which ILL is a live issue about the world. Question 28 invited librarians to nominate their major problems in the conduct of ILL.

In the time available for the preparation of this paper, at the most six months, experience indicated that it would be impossible to survey more than a sample of academic libraries. Most of the questions to be asked would not yield quantitative data, and the problems involved in assessing and comparing qualitative answers persuaded me to limit the distribution of the questionnaire to about 150 libraries. In fact, 151 were mailed directly to specific libraries and 20 additional questionnaires were sent to Standing Committee members from France and the Federal Republic of Germany who had previously volunteered assistance in distribution. It is not known to which libraries these additional questionnaires were sent as none were subsequently returned.

The selection of libraries for the main mailing was arbitrary and unrelated to any aspects of ILL activity. The great majority were in fact selected from lists of participants at the Munich General Conference of IFLA with some additions from the same list from the Montreal Conference. This selection left certain countries or regions unrepresented, and a further arbitrary selection was made from institutions listed in the World of Learning.

The distribution of libraries by country is summarised in Appendix II. Fifty three countries were represented in the mailing list and 81 responses were received from libraries in 30 countries. For analysis the libraries were grouped by continent, as shown in Table I.

TABLE I Distribution of 151 questionnaires and 81 responses by continent

	No. mailed	No. returned	% response
Africa	29	11	38
Americas	28	16	57
Asia	32	12	38
Australiasia/ Oceania	17	14	82
Europe	45	28	62
Total	151	81	54

The greater numbers of libraries were in the USA (20), Australia (12) and UK (9), from where 10, 10 and 5 responses respectively were received. Libraries in a number of other countries responded very well, but in contrast there were a number of poor responses. In many developing countries there was typically only one academic library, and to the extent that these, especially in Africa, did not respond, the results of the survey are less than globally representative.

The detail of the replies to the questionnaire was generally clear, though a few instances of ambiguity occurred. Some questions were answered uniformly firmly, while others clearly raised doubts with such comments as "not really" or "where possible," and in a number of cases some questions were just not answered. The response to the questionnaire is summarised question by question below. It is perhaps necessary to indicate that the analysis of the part B answers, for "academic libraries generally" to questions 6 to 19 inclusive, follows the complete analysis of replies relating to respondents' own libraries.

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Question: Is there a formal national statement or code on ILL policy and practice?

If yes, please supply a copy if possible or indicate where it is available.

All but one of the libraries replied to this question, 58 stating that their country did have a national ILL code, 21 indicating that there was no national code, and 1 indicating an uncertain situation. The greatest certainty about the national code occurred in Australasia when all 14 respondents affirmed its existence, and in the Americas where 16 out of 16 were positive. In the other continents there was a small balance in favour of an established code, Africa 7 to 4 negative, Asia 6 to 6 and Europe 15 to 11 negative, one undecided and one no response.

Few respondents actually supplied a copy of their national code, but 40 provided details concerning its availability.

Question: If there is a national ILL policy.
(i) Does your library operate within it?
(ii) Is it your opinion that (none, some, most, all) academic libraries operate within it?

Although only 58 libraries indicated that their country had a national ILL code, 62 claimed to be operating within such a code! In fact the discrepancy occurred in 5 responses from libraries in Europe, two libraries in other parts of the world admitting that they did not work within the national code.

When it came to an opinion on academic library practice in general, only 42 librarians considered that all their national colleagues operated within a national policy. A further 22 considered that most or some libraries worked within a code. However, 17 librarians did not express an opinion.

Question: (a) If there is no national policy or academic libraries do not generally abide by it, is there any special arrangement between academic libraries? If so, please explain by attaching your explanation.

(b) If there is no formal arrangement for ILL between academic libraries, can you provide any description or comment on ILL practices in academic libraries in your country?

Of those libraries reporting the lack of a national ILL code, 9 indicated that there was some lesser policy to which they subscribed. However, 6 libraries reported no such arrangement. 11 librarians provided some explanatory comment on the situation in their country.

Question: Are national policies or codes of practice, if they exist, determined by -

a) a department or office of government
b) a professional (library) association
c) Some less formal meeting of librarians
d) Other means

National policies are reported to be the product of a variety of agencies. Formal government involvement was reported by 18 libraries. However, by far the most common source of an ILL code was reported to be a professional library association, according to 41 separate libraries. Some less formal meeting of librarians, e.g., a meeting of University librarians accounted for 11 reports, and there were 10 indications of some other origin for the code. In addition 8 libraries failed to answer this question. The achievement of 79 positive responses occurred because some libraries indicated that two or more of the options were involved in the determination of the code.

Question: Are there any recent studies, reports or papers on ILL in your country? Please supply references and/or copies if possible.

39 libraries provided recent publications or references concerning ILL in their countries. While half of these responses came from European countries, there was a wide geographical spread and it is clear that ILL is a live issue in many parts of the world.

It was not intended that this paper should be a review of the literature on ILL; this has been done much more efficiently by others, notably those from the IFLA office for UAP. However, much of the material that has been received is of considerable interest, being in vernacular languages, and it is hoped that it will be possible to examine it in detail, and in relation to the responses to the questionnaire, with the objective of a further paper.

Question: Do academic libraries provide ILL to other libraries

a) Within your country (i) all
(ii) some
(iii) none
b) Overseas (i) all
(ii) some
(iii) none

TABLE II Provision of ILL by 81 academic libraries

	Within own country	Overseas
To any library	65	53
To some libraries	14	11
To none	1	8
No response	1	6

Table II indicates that while the majority of academic libraries are providing ILL services both within their own countries and overseas, there is a significant minority that do so only on a selective basis or not at all. There is evidence that practices vary considerably in different parts of the world. The most uniform response was from Australasia where all 14 respondents provide ILL within their national boundaries, and only one places any limitation on overseas requesters. European libraries are also very positive, with 26 out of 28 providing national ILL, and 20 making unrestricted service available internationally. Elsewhere there is a significant number of libraries that at least restrict the availability of ILL to selected libraries, and a smaller number that will not send loans outside their national borders.

Question: Do academic libraries charge other libraries for ILL services?

a) for original publications
b) for photo or micro copies

There was a varied response to this question, as indicated in Table III.

TABLE III Policy on charging other libraries for ILL

	Yes	Some	No	No response
For original publications	26	8	38	9
For photo copies	64	12	3	2

Only in Australasia was there a higher positive response for original publications compared with photo copies, but this must be seen in the context of current Australian practice of the use of an arbitrary, relatively low value, voucher as the currency of ILL. The overall picture is one of free ILL for original publications but of charges for photocopies.

Question: If charges are made, are they for

a) copying costs
b) staff time
c) postage
d) other

and are they on the basis of

(e) full recovery of costs
(f) partial recovery only
(g) an arbitrary amount (how much)?

This was a complex question, and the replies are equally involved. While they can be taken in two groups, there is also a relationship between each group. It was of course possible for a library to respond positively to more than one of the first questions. In the second group there was clearly some confusion between the alternatives of "partial recovery" and "an arbitrary amount." In the latter choice it seems that the amount is always relatively small and, therefore, also a partial recovery of costs.

In Table IV the replies have been analysed as they were made. The negative responses are not significant, because unncessary and most libraries just left the space blank. However, the intermediate "sometimes" or "some" indicates that the recovery of costs varies either from case to case, or in the proportion.

TABLE IV Basis for ILL Charges in 78 libraries

	Yes	Sometimes	No
Copying costs	72		
Staff time	17	4	8
Postage	34	2	3
Other	9	2	9

Again in Table V the negative responses are not important, but the "some" responses indicate variations in practice between specific instances.

TABLE V Recovery of ILL Costs by 78 libraries

	Yes	Some	No
Full recovery	15	2	6
Partial recovery	41	3	2
Arbitrary amount	14		5

The basis of charging for ILL is clearly perceived to be primarily copying costs, with postage a strong runner up. Surprisingly, in view of the continuing escalation of staff costs in Western countries, this element seems to cause little concern. It is also clear that the majority of libraries are currently recovering only part of their ILL costs.

Question: Are there any other restrictions, limitations or qualifications on ILL?

A considerable number (40) of libraries reported some restrictions on ILL. Mostly these referred to specific categories of materials, such as rare books, theses, or titles in heavy demand. Some implied that copyright laws limited the availability of some materials. However, by and large if a library is prepared to lend or provide copies this applies to a great majority of titles in its collections.

Question: Is ILL traffic in academic libraries in your country increasing?

The responses to this question were precise. Fifty four libraries considered that ILL traffic is increasing, and 13 disagreed. Apparently 14 have no opinion. There is no significant geographical variation in the response to this question.

Question: Are academic library managers concerned at

a) the present extent or the rate of growth in ILL demands
b) rising costs of inter lending

Concern at the level of ILL, or at the rate of growth, was expressed by 31 libraries, a lesser degree of concern by a further 4, and no concern at all by 29 libraries. However, 17 libraries did not answer this question! On the matter of costs of ILL, however, the level of concern rises considerably, with 44 libraries expressing concern, only 16 no concern but with 21 not responding.

The geographical location of libraries clearly affected their response to this issue. No African library expressed concern at the level of ILL, and only three of them were worried by costs. Again, while 7 of 12 Asian libraries expressed concern at the level of ILL, only 3 of these are worried about costs. These responses contrast with those from libraries in America, Australasia and Europe, where costs are the greater cause for concern. It is tempting to deduce that the higher cost structures in Western countries, and particularly the high wage and salary costs of librarians there, are the cause of this contrast in responses. However, there would then seem to be a logical conflict with the reported bases of charging for ILL in which the staff cost element is largely ignored.

Question: Are academic libraries proposing to refuse, limit or restrict ILL?

The majority (51) of responding libraries have no intention to restrict or refuse ILL further than in their current policies. However, a minority 16 are considering such action, while in a further 6 some degree of limitation may be introduced. There is a strong geographical bias in the replies to this question, all 14 Australasian libraries falling into the two groups considering the introduction of restrictions.

Question: Are academic libraries considering

a) imposing charges
b) increasing existing charges for ILL?

There may have been some confusion in the responses to this question, in that some libraries replied affirmatively to one or other alternative, and ignored the other, some replied affirmatively to one but negatively to the other, and a few replied affirmatively to both. Nevertheless only 15 libraries not currently charging are considering introducing charges, and only 24 which currently charge are considering increasing these charges. In both groups the affirmative response is under 50% of those which replied to this question.

Question: Do academic libraries offer ILL facilities to

a) Academic staff
b) Postgraduate students
c) Undergraduate students
d) Administrative or other staff
e) General public

If yes, but with qualifications, please explain.

The response to these questions was predictable. ILL is generally provided to academic staff and post-graduate students, and usually to Administrative staff. Undergraduate students are usually eligible for ILL in American and European libraries, 39 out of 43 replies, more often than not in Asia and Africa, 16 out of 23, but only in some libraries or with limited privileges in Australasia. Only a minority (32) of libraries provide ILL to the general public, and these are mostly in European countries.

Eleven libraries indicated that they placed some limitations on some cases of ILL. These all concerned undergraduate students or the general public.

Question: Do academic libraries charge any of their readers for ILL?

If yes
a) which categories of readers
b) on what basis are charges calculated?
e.g., copying costs
total costs (including staff time)
an arbitrary amount (how much)
other (please explain)

Fifty four libraries indicated that they pass on some ILL charges to their readers, and 46 libraries apply this policy to all readers with a further 3 specifying that only some categories are charged. Again, as might be expected from the replies to question 8, copying costs are the basis for most charges to readers, having been cited by 35 libraries. Only a few libraries indicated any other basis of charging.

Question: Are there signs of changing library attitudes to ILL? If yes, can you explain in what ways.

Thirty one libraries responded "yes" to this question, and a further 4 indicated some signs of change. There were 25 responses indicating no signs of change, with 21 failing to answer. The geographical distribution of this pattern was even world-wide, but with a slightly disproportionate emphasis on "no change" and of non-response from European libraries.

Question: Are decisions on ILL policies and practices generally made by

a) the Chief Librarian
b) another individual (whom?)
c) a management committee of senior staff
d) a library committee or other body outside the library itself

A number of libraries indicated that the determination of policy on ILL was a joint matter between two or more individuals or groups. However, the majority of respondents, 42, nominated the Chief Librarian as the final arbiter. The alternatives were "another individual," 15 libraries, "a management committee," 16 libraries, and "a library committee," 19 libraries. Chief Librarians are clearly more dominant in Australasia, Africa and Europe, with the other alternatives more in evidence in America.

Question: Do your staff make a thorough bibliographical search to verify the reference before making the request?

This question was one of the most clearly answered, with 62 libraries responding a straight "yes." Another 11 libraries indicated that they sometimes verified references, and only 6 libraries indicated that no checking was undertaken. Geography is clearly not a factor.

Question: a) Do you identify a specific holding library? or
b) Do you usually/sometimes place the request with a central service (e.g., a National Library) which redirects it to a holding library?

Again, there was a clear positive response to the first part of this question, 62 libraries reporting that they attempt to identify a specific holding library, 10 that they did so sometimes, and only 2 admitting that they did not. The use of a central or national service is much less common, only 15 libraries making this regular practice and 18 others using them occasionally, usually when other efforts have failed. This use of a national focus is most common among European libraries.

Question: a) Do you have access to union catalogues for your country for
i) serials
ii) monographs
b) Do you use union or other catalogues from other countries?
If so, which countries?

The great majority of libraries report access to national union catalogues of serials (72 our of 81), but perhaps surprisingly European libraries accounted for 4 of the libraries that did not have such a facility. Fewer (63) libraries had some access to union catalogues of monographs, while 61 also made use of catalogues from other countries. In the latter situation, language or geographical proximity tended to determine which catalogues were in fact used. There is some evidence of a need for union catalogues, or access to foreign union catalogues, in Third World libraries, but this should not be over-stressed as some allegedly developing countries, such as Malaysia, have made significant advances in this area.

Question: Do you have access to/use of on-line systems for

a) identifying holding libraries
b) transmitting requests

The availability and/or use of on-line systems firmly divides the libraries into two groups. Those using such systems to identify holding libraries numbered 45, while 35 reported no such facility. Fewer libraries, 25, are using on-line systems to transmit requests on a regular basis. While on-line activity is most common in North America, it is also well developed in Australasia and Europe, and there are also some countries in Africa and Asia starting on this road.

Question: What other sources (if any) of information do you use to identify holding libraries?

While 54 libraries made a positive reply to this question, there were no surprises in the sources that were identified. Typically, use is made of published catalogues of other libraries.

Question: a) Do you order copies of articles etc. from commercial information brokers or on-line systems?
b) If yes, briefly explain why and indicate if this use is increasing.

Commercial information brokers do not appear to be making a large impact on academic libraries. While 21 libraries reported some use, 53 replied firmly in the negative. Reasons given for using these services were generally related to speed of supply or to difficulties in locating titles. The major limiting factor, so far as one was nominated, was cost. The greatest concentration of use was in Europe where 8 libraries reported dealing with commercial brokers.

Question: Do you use the British Library Lending Division (Boston Spa)

a) frequently
b) occasionally
c) never

The British Library Lending Division is clearly viewed as a major supplier of loans. Forty-three libraries reported using BLLD "frequently," and another 30 "occasionally." Only 5 libraries claimed never to use BLLD.

The most positive response came from Australasia (11 frequently and 3 occasionally) and Europe (19 frequently and 8 occasionally). African and Asian libraries also reported fairly regular use of BLLD, but only 3 American libraries used this service frequently, although the remaining 13 made occasional requests.

Question: What do you estimate your success rate in ILL requests to be?
State as a percentage of requests made.

Libraries generally report high success rates in obtaining inter-library loans. The average success for the 66 libraries that answered this question is 80%, with a range from 45% to 96%. While the lowest success rate was reported by an African library, the regional success rates are not so widely different, ranging only between 72% for Asia and 83% for the Americas.

Undoubtedly many of the respondents to this question were in the nature of estimates. However, some libraries keep precise records as was evidenced by such statements as 88.33%, or another citing the changing figures for a three year period. Overall, these figures are at least encouraging.

Question: What are your major problems in ILL? e.g.,

a) Time delays in getting response
b) Unavailability
c) Costs
d) Pressures on available staff
e) Demands from other libraries
f) Other - please specify

When identifying their problems, and every library had at least one, some chose to rank the options offered but most just marked them with a tick. Time delays are clearly a universal problem, and only slightly more so in Australasia, Asia and Africa than in Europe or the Americas. Sixty one libraries reported time as a concern. Costs, pressures on staff, and unavailability were ranked second, third and fourth, but all with about the same overall incidence. Costs appear to be more worrying to European libraries, and to some extent to American libraries, unavailability to Asian libraries, while pressure on staff again is more of a problem in Europe and America. Demands from other libraries only really concerned 16 libraries, while a similar number identified some other problem.

Position of person compiling this questionnaire

The covering letter for the questionnaire was addressed to Chief Librarians, and specifically stated the purpose "to explore the attitudes and opinions of Chief Librarians, and those responsible for overall library policy." In the event, 50 of the 81 replies were completed by Chief Librarians, 18 by some other senior person, typically the Readers Services orCirculation Librarian, and 13 by an inter-library loans librarian.

The Chief Librarians were asked to answer a set of questions (6 to 19) concerning ILL practices from their own point of view and also as they perceived the practices or attitudes of academic libraries in their country generally. There was to almost all questions a significantly lower response rate in respect of the latter. Many librarians who did respond to both parts of these questions gave identical answers, and there were very few librarians who saw their own library's practices as other than broadly conforming to a national pattern.

Thus it is widely held that academic libraries provide ILL's within their own countries, and in the great majority of cases beyond their national boundaries also, although there is a considerable likelihood that the latter provision will be conditional or limited in extent.

Charges are usually made for the supply of photocopies, but much less frequently where the original publication is actually loaned to another library. Where charges are made they are usually related to copying costs and/or postage, and usually amount only to a partial recovery of these costs.

While there is a frequent belief that ILL activity is increasing, and a significant number, perhaps over 50%, of librarians appear to be concerned at both this and the rising costs of ILL, few libraries are considering refusing or limiting the provision of ILL's. There is also some evidence that librarians are considering their options to charge or to increase existing charges, but the majority appear to be content with the present situation.

The categories of readers to which ILL is made available vary somewhat between countries, mainly in the attitudes to undergraduate students or the general public. However, few librarians perceive their own library's practice as different from that established generally in their country. There was rather less certainty that libraries might charge their readers for ILL's than is reported to be the practice in specific libraries, although again where charges are believed to be made they are made to all readers and essentially based on copying costs.

There is some balance in favour of the belief that attitudes to ILL are changing, but opinion is certainly divided. In that there were only 36 responses to this question on behalf of "academic libraries generally," compared with 60 responses by librarians concerning their own attitudes, there is perhaps rather more doubt about the extent to which attitudes may be changing.

Throughout the replies to the questions there is a very strong concensus. Academic librarians across the world are committed to some system of inter-lending, as a service to their readers and as an expression of mutual support between libraries. This commitment does not preclude concern at the growth of ILL traffic, at the costs associated with ILL, or with one or more problems that may arise in the process of ILL transactions.

Librarians in the developed countries where labour is expensive and where library budgets have, in recent years, been under pressure, are expressing concern at the costs of ILL. By contrast, in low labour cost countries, including notably South Africa, the cost of ILL is not considered to be a serious problem and there is more concern about the unavailability of items requested or time delays. Pressures on staff, also a commonly reported problem, is not seen as necessarily a cost related factor.

Concern for the costs of ILL has not yet reached the point where either there is any widespread consideration that inter-lending might be refused or significantly curtailed or that a policy of cost recovery should be introduced. A very few libraries are approaching this point but for the majority ILL under present conditions is still a supportable service. There is however, a significant and widespread contrast, even contradiction, in the differing attitudes towards the supply of original publications on ILL and the provision of photo or micro copies. Only a minority of libraries levy any charges on the former category, whereas the overwhelming majority make some charge where copying is involved. Even then the charge is most likely to be related to actual copying cost, and may also include postage, but with little or no concern evident for the associated staff costs.

The simplest of calculations will show that in any industrialised country the labour cost component of the ILL transaction far exceeds all other costs. The same conclusion may even be reached in countries with lower labour costs. The reason for ignoring these costs cannot therefore be related to the general issue of library costs and budgets and must be presumed to reside in some deep seated philosophical disinclination of librarians to charge for staff time.

Similarly, there is a degree of illogicality in the widespread policy of recovering only part of the costs, whether as a percentage of actual costs or as some arbitrary fixed sum. The motivation to recover any costs seems to be a concern for the impact the service is having in the library budget or on available staff time. However, it may be that there is a counter concern that the recovery of all costs would lead to a downturn in activity or, if charges are passed on to readers, to a reduction in the service offered by the library. If this is indeed the dilemma from which some librarians are attempting to hide, it is perhaps a suitable topic for top library managers to debate.

It has been stated, by Dr. Line many times and by others, that there is a logical relationship between ILL and acquisition activity. If it is accepted that an ILL request is in fact a delayed substitution for an acquisitions order, then it should follow that the full costs of the ILL should be met. However, it would not then be appropriate to pass on ILL costs as charges to readers any more than readers are asked to pay for their use of books out of library stock. In practice, it is rarely possible to substitute a purchase for an ILL request, because of unavailability from the trade, or time constraints. Moreover, it is not reasonable to expect even the most outstanding selection and order staff to be able, within the limited acquisitions budgets available to all libraries, to ensure that all future reader demands can be met from a library's own collections.

Nevertheless, it must be acknowledged that the total real costs of inter-lending, which include the costs at both ends of the transaction, the costs of maintaining the bibliographical records to enable location of wanted items, and the possible costs to the reader consequent upon delays or failure, are considerable. Perhaps it is now appropriate to reassert the primacy of service and to urge that all libraries supported from public funds be funded to meet the full costs of ILL. An interesting side-light on this approach to ILL is provided in Sweden, where State and academic libraries are exempted from postal charges for ILL's; such a positive government response to a library problem is rare but very welcome.

Further light on the attitude of librarians to ILL costs may be shed by the largely negative response to the use of commercial information brokers for the supply of material. A number of librarians indicated that their attitude was due to the high cost of these services. However, if traditional inter-loans were charged for, and if all costs were considered, it is quite possible that commercial services would prove to be competitive. Those libraries that reported using commercial services indicated either that they did so because the services were quick or that they used them to search for difficult requests. A few libraries indicated that the use of commercial services was increasing.

Inter-lending appears to be on the increase in many if not all parts of the world, while over recent years the costs of books and serials have continued to rise at disconcertingly rapid rates and library budgets in many countries have been falling at least in terms of purchasing power. For the smaller academic libraries, especially those in developing countries or in the remoter parts of the world, it is becoming difficult even to maintain adequate collections of essential titles. The development by these libraries of meaningful research collections, even in strictly defined and limited subject areas, has become virtually impossible if indeed it was ever really a viable objective. It is an attractive hypothesis to link this decline in acquisitions capacity with an increase in ILL traffic, and then with the defensive reactions of increased cost recovery charges by the larger libraries.

It is inevitable that the large libraries, within a nation or world-wide, will continue to be asked to service the demand for inter loans from the smaller specialist or isolated libraries. If, because the larger libraries are also experiencing economic pressures, on collections, on staff and on budgets generally, there is a general increase in the movement to recover costs, and/or the availability of ILL is restricted and/or the quality of service declines, the idealogical objective of UAP is threatened. Alternatives to the distributed network of libraries, such as that developed by the British Library Lending Division, will not in the longer term overcome the problem if they operate on a cost recovery basis. The problem is basically economic and political: the real costs of inter-lending have been rising and governments generally have not been willing to meet the costs, let alone to provide for the relative increase in demand.

It is not the purpose of this paper to make a thorough analysis of the inter-loan situation, nor to propose remedies for problems perceived. However, in conclusion, a few thoughts on the future are irresistible. It appears that many academic librarians have some rather vague feelings of concern about the ILL situation, and that some are inclined to resort to charging to offset the drain on their resources. This may well be a rational attitude to take, but it is suggested that the implications should be thought through and debated. Is it the desire of the relatively resource rich libraries to reduce access to their resources? If this occurs, what will be the consequences for the already poorer libraries, in both resources and funds, and more especially for the users of those poorer libraries?

On the other hand, if academic librarians individually and at large, genuinely want to implement the ideals of UAP, is it not necessary for the problems of access to be attacked in novel ways? Developments in telecommunications, specifically the availability of satellites and the development of low cost facsimile transmission, should do much to overcome some of the delays in the supply of inter-loans and might reduce the costs currently associated with postal services. However, the available information on locations of both serials and monographs is widely unsatisfactory, union lists either being non-existent or out of date, and on-line data base access being as yet quite limited. The costs in staff time and the consequent delays in supply could be reduced with improved information on availability, although the provision of this information itself entails costs and to be efficient requires considerable analysis and planning. A proper analysis of the processes and costs involved in ILL activities might well reveal that commercial document supply services are or will become a realistic alternative to direct contacts between libraries.

However, many of the foregoing possibilities involve expenditures. Inter-lending in the past has depended upon the conventional ethic of mutual support between libraries, the professional belief that access to information should be as widely and freely available as possible, and an almost obstinate determination by library managers to disregard the staff time involved in ILL processes as a real monetary cost. If inter-lending, as a cornerstone of UAP, is not to founder on the emerging economic difficulties of libraries, then a new approach to costing and budgeting is necessary, and a concerted effort must be made to convince funding authorities to recognise and meet their needs on a continuing and realistic basis.

QUESTIONNAIRE ON INTER-LIBRARY LENDING AND ACADEMIC LIBRARY MANAGEMENT

Name of Institution: ....

Library: ....

If insufficient space for your needs please attach further details on a separate sheet.

1. Is there a formal national statement or code on ILL policy and practice?

   If yes, please supply a copy if possible or indicate where it is available

---

2. If there is a national ILL policy,

   (i) Does your library operate within it?

   (ii) Is it your opinion that (none, some, most, all) academic libraries operate within it?

---

3. (a) If there is no national policy or academic libraries do not generally abide by it, is there any special arrangement between academic libraries? If so, please explain by attaching your explanation.

   (b) If there is no formal arrangement for ILL between academic libraries, can you provide any description or comment on ILL practices in academic libraries in your country?

---

4. Are national policies or codes or practice, if they exist, determined by -

   a) a department of office of government

   b) a professional (library) association

   c) Some less formal meeting of librarians

   d) other means

---

5. Are there any recent studies reports or papers on ILL loan in your country? Please supply references and/or copies if possible.

Please answer the following questions

(a) In respect of your own library and/or your personal opinion

(b) According to your assessment of the general practices of academic libraries and/or the general opinion of Chief Librarians in your country

6. Do academic libraries provide ILL to other libraries
   a) Within your country (i) all
   (ii) some
   (iii) none

   b) Overseas (i) all
   (ii) some
   (iii) none

---

7. Do academic libraries charge other libraries for ILL services?

   a) for original publications
   b) for photo or micro copies

---

8. If charges are made, are they for

   a) copying costs
   b) staff time
   c) postage
   d) other

   and are they on the basis of

   e) full recovery of costs
   f) partial recovery only
   g) an arbitrary amount (how much?)

---

9. Are there any other restrictions, limitations or qualifications on ILL

---

10. Is ILL traffic in academic libraries in your country increasing?

---

11. Are academic library managers concerned at

    a) the present extent or the rate of growth in ILL demands

    b) rising costs of inter lending

---

12. Are academic libraries proposing to refuse, limit or restrict ILL?

13. Are academic libraries considering

a) imposing charges
b) increasing existing charges for ILL?

---

14. Do academic libraries offer ILL facilities to

a) Academic staff
b) Postgraduate students
c) Undergraduate students
d) Administrative or other staff
e) General public

If yes, but with qualifications, please explain.

---

15. Do academic libraries charge any of their readers for ILL?

If yes
a) which categories of readers
b) on what basis are charges calculated?
e.g., copying costs
total costs (incl staff time)
an arbitrary amount (how much)
other (please explain)

---

16. Are there signs of changing library attitudes to ILL? If yes, can you explain in what ways.

---

17. Are decisions on ILL policies and practices generally made by

a) the Chief Librarian
b) another individual (whom?)
c) a management committee of senior staff
d) a library committe or other body outside the library itself

---

18. Do your staff make a thorough bibliographical search to verify the reference before making the request?

---

19. a) Do you identify a specific holding library? or
b) Do you usually/sometimes place the request with a central service (e.g., a National Library) which redirects it to a holding library

---

20. a) Do you have access to union catalogues
for your country for
i) serials
ii) monographs

b) Do you use union or other catalogues
from other countries?
If so, which countries?

---

21. Do you have access to/use of on-line systems for

a) identifying holding libraries
b) transmitting requests

---

22. What other sources (if any) of information do you suse to identify holding libraries?

---

23. a) Do you order copies of articles etc. from commercial information brokers or on-line systems?
b) If yes, briefly explain why and indicate if this use is increasing

---

24. Do you use the British Library Lending Division (Boston Spa)?

a) Frequently
b) Occasionally
c) Never

---

25. What do you estimate your success rate in ILL requests to be? State as a percentage of requests made.

---

26. What are your major problems in ILL? e.g.,

a) Time delays in getting response
b) Unavailability
c) Costs
d) Pressures on available staff
e) Demands from other libraries
f) Other - please specify

Name and position of person

compiling this questionnaire ....

Please return by January 31st 1984 to :

G G Allen, Principal Librarian
T L Robertson Library
Western Australian Institute of Technology
Kent Street
South Bentley WESTERN AUSTRALIA 6102

APPENDIX II

Distribution of 151 questionnaires and 81 responses by country

Country	No. mailed	No. returned
South Africa	6	5
Zimbabwe	1	1
Botswana	1	1
Nigeria	7	4
Other African	14	0
Canada	7	5
USA	20	10
Brazil	1	1
Israel	2	2
Japan	4	2
S. Korea	4	1
Malaysia	3	3
Philippines	5	1
Singapore	3	2
Thailand	2	1
Other Asian	9	0
Australia	12	10
New Zealand	3	3
Papua-New Guinea	1	1
Fiji	1	0
Austria	2	2
Denmark	3	3
Finaldn	4	3
France	1	1
Greece	1	1
Malta	1	1
Netherlands	6	1
Norway	2	2
Portugal	1	1
Sweden	6	5
Switzerland	2	1
UK	9	5
Yugoslavia	2	2
Other European	5	0

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Section: Parliamentary Libraries

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The Parliamentary Library and the Parliamentary Information System
- Tasks and Problems -

by

Wolfgang Dietz

Director

Bibliothek des Deutschen Bundestages
Bundeshaus, 5300 Bonn 1
Federal Republic of Germany

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The Parliamentary Library and the Parliamentary Information System: Tasks and Problems

by

Wolfgang Dietz

Synopsis: This Paper outlines the tasks facing parliamentary libraries within the framework of a parliamentary information system. It discusses several questions relating to the setting-up of such systems, including those of organisation structure, collection building, methods of accessing and retrieving information in the collections as well as the scope and quality of the information services which are called for. In addition, attention is paid to the qualifications of the staff and the physical location of the information services in relation to the other departments of the parliament. Finally a set of guidelines for the establishment of parliamentary information systems is drawn up, offering some orientation points for persons involved in establishing such a system.

Introduction

When we speak to-day of parliamentary information systems (PARLIS), this is the result of a development which has become particularly visible in the last decade and which has been influenced chiefly by two factors: Those are the constantly expanding work load and functions which parliaments are now encountering in their role as monitors of the executive, and the concomitant rise in the extent and quality of information required now by potential library users. The Parliamentary Libraries Section has taken this development into consideration by giving priority to the development of PARLIS within its medium-term programme. (1)

When we examine the PARLIS which currently exist we note great differences between them, which are explained not only by the degree of development and the proce[illegible] of a particular democracy, but also by the actual functions of the parliamentary library and the library context within which it has its place. In other words: a parliamentary library with responsibility for the total provision of information and documentation within a parliament and which may in addition serve a national library, cannot be compared with a collection of books containing scarcely more than constantly used parliamentaria and a few collections of laws and legal commentaries, designed to meet the needs of parliamentarians of a small country. It has consequently always been a problem for the Parliamentary Libraries Section to draw up a satisfactory programme for IFLA-meetings in view of the disparities existing among its libraries.

The purpose of my address to-day is to draw your attention to a few basic questions and problems which are bound up with the establishment of PARLIS. This will give the basis for discussions and, I hope, for a lively exchange of experience later on.

Definition

In speaking of a parliamentary information system I mean the totality of all sections and departments of a parliament which have some responsibility to provide information and documentation derived from the most varied sorts of media. This includes likewise the collecting as well as the analysis and indexing of material and the preparation of information in its required form. This comprehensive definition makes it obvious that areas are embraced which go beyond the traditional library function of collecting books alone. Indeed the whole information landscape with its manifold aspects and materials, including the exploitation of new media, is encompassed.

Such a system must, of course, be developed, since it did not exist initially in any of the parliaments which nowadays possess efficient information services. Because of the varying historical circumstances between countries there are also considerable differences in the services and parliamentary departments which were there originally: possibly there was only an archive or a small collection of books, and so on. When it has finally been recognised that this arrangement is no longer suitable and the decision to create more efficient services has to be taken, it is important that there should always be a clear idea of what is to be expected of a developed information system, and how it should be organised.

Functions

What is required of PARLIS depends on the scope and functioning of the individual parliament. It is essential to know whether information is to be available merely for the general briefing of members on interesting current political questions, or as the basis for committee and parliamentary party

-/3

work and for work within the parliamentary departments set up to service the institution's wide needs. According to the way this question is answered, the means by which, and the extend to which, material is acquired, prepared and made accessible, will depend. Of further decisive importance for a small country will be the form in which a parliamentary library cooperates with the local state library and whether the parliamentary library has itself to take over the function of a national or university library. In the latter case the nature of the library is basically changed, unfortunately frequently to the detriment of the 'parliamentary library' in the narrower sense, because the particular information needs of parliamentarians can no longer be satisfactorily met. Further factors affecting the library's role are responsibilities assigned to it, such as functioning as a central depository for official publications of a country, including also responsibility for its bibliographic listing, to give just one example.

I should now like to concentrate on setting out a few problems which can be bound up with the building up of a parliamentary library with the sole function of servicing parliament.

Organisation

It is no accident that the library has always formed the nucleus of the PARLIS which are to-day functioning well. The library is already ideally placed and suited on the basis of its traditional function as a provider of information to third parties, and there is absolutely no reason why this fuction, even under to-day's changed conditions, should not continue.

The parliamentary support services which today in many parliaments are brought together as one special organisational unit were, of course, at the outset an undisputed part of the library and the staff were charged with processing, indexing and making accessible the literature acquired by the library. In this way they had constant contact with the latest information and were in a position to have an influence on the form and development of the various information tools (such as the subject catalogue) which were created by the library. At the same time these officers represented the absolutely indispensable link with the daily work of the parliamentary committees and were thus able to prevent any possible errors or faulty decisions in the area of acquisition and preparation of information, that is, in the library.

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In cases where today for whatever reasons the parliamentary support services are organised as a separate unit apart from the library, the danger of faulty decision-making is very great. Attention must be sharply focused on ensuring that information and co-operation flow freely between the two organs. This can happen, for example, by instructing new staff in each other's functions and making them aware of the library's information potential. On the other hand, staff of the library should be kept currently informed of any research and reports compiled by the parliamentary support services so that they might take appropriate action with regard to acquiring and indexing relevant publications.

It is not, however, only the parliamentary support services which have in certain cases severed themselves from the library, but also other information organs such as the archives and the press documentation service. That is not all, for the list extends to organisational units with special responsibilities such as compilation of indexes of subjects and speakers for parliamentary proceedings, for responsibility for publishing official handbooks, for public relations work, control of printed papers and not least with responsibility for links with external data banks, or for preparation of data for input into data processing systems, etc. It is thus possible to offer a whole range of variant organisational forms with many different permutations. The recently published Ubersicht Uber Bibliotheken sowie Dokumentations- und Informationsdienste der Parlamente (issued by the European Centre for Parliamentary Study and Documentation), conveys a good idea of the picture. (2) Almost every European parliament has chosen its own form of organisation. Whether this has always been the best choice may be much doubted.

Library Commissions/Library Committees

Closely connected with the form of organisation of a parliamentary library are the so-called library commissions, (often called library committees), which are composed of members of all the parliamentary parties and which are often chaired by the parliamentary presiding officers themselves. The head of the parliamentary library is likewise a member of this commission and as a rule acts as its secretary.

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Such commissions provide the head of the library with an otherwise rare opportunity to speak directly with the responsible parliamentary authorities and to present the concerns and problems of the library. If one succeeds in this way in convincing the parliamentarians of the vital necessity of our function of providing parliament with relevant, responsive services, then as a rule it is scarcely possible to underestimate the value of such a commission as a support for the library's work. There are presiding officers who are proud of their parliamentary library and see in it a cultural advertisement for the parliament.

Until now there has been scarcely any, or at best, uneven attention given in the various parliamentary standing orders to the organisation and functions of the library. This is an important question for the library itself because its status and influence within the parliamentary bureaucracy are affected. For this reason the Section for Parliamentary Libraries conducted years ago a survey of its members, the results of which were collated by the Parliamentary Research Service in Ottawa in a paper entitled Legal Provisions Regulating the Libraries of National Legislatures. (3)

Collection Building

Collection building depends essentially on the scope and functions of the information organs. That is true for the library as well as for the other constituents of PARLIS. Also relevant is what other information organs outside the parliament can be drawn on and how the provision of literature within a country as a whole is organised.

Parliamentary libraries need quick up-to-date information from printed materials usually neglected by state and university libraries. I have here in mind official publications, but also numerous publications of semi-official or non-official corporate bodies, which are not available for the most part through the book trade. These publications are rich sources of information of just the sort parliamentarians require.

If a parliamentary library has a co-operative acquisition scheme with another library, it is usually the case that the parliamentary library will have to assume responsibility for collecting so-called 'grey literature'. This involves a great burden of work, which is very time-consuming and labour intensive. Russell Cope has treated this problem in

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more detail in an essay Current Issues in Australia Parliamentary Library Services which I can recommend to you.(4)

It is of little assistance in this regard if one wants to replace this necessary collecting activity by use of external data bases because one must expect to find that the book with the needed information can be obtained only with difficulty from the library holding it. Consequently it is generally not available within the short time required. Parliamentary libraries are therefore obliged, where the information needs of a parliament are very acute, to acquire this difficult material for themselves and to index and process it for use. A difficult task, which has already driven many of our colleagues to desperation because of all the labour involved in acquiring this material! The librarian always has doubts whether the materials so acquired and processed will in fact ever be used. Such thoughts inevitably lead to the attempt to reach agreement amongst libraries for them to collect specific materials in depth so that in case of emergency these items can be called on at short notice. One particular way of doing this is, for example, by means of membership of a library network, to which libraries with special collections and subject strengths are linked and whose holdings can possibly be looked up immediately in a central catalogue. In this connection I should like to mention a library network which is presently being developed in Bonn between the Parliament Library in its capacity as a central government library and the other libraries there belonging to the principal federal agencies. (5)

A further possible solution to this problem was discussed last year at the conference of the Section for Parliamentary Libraries. This solution envisages an undertaking between the parliamentary libraries to provide immediate assistance to one another whenever the need arises for the despatch of official literature (including all the parliamentaria of a country), that is, official publications which are particularly hard to acquire and - in respect of foreign official materials - which are used relatively little. Such an agreement should make it possible in most cases to forego collecting currently foreign parliamentaria which will on the one hand save on the high costs of postage and handling, and will on the other hand conserve valiable labour and the expenses involved in administering official publications. Our discussion last year was based on an investigation reported by Eva-Maija Tammekann in her paper Need for and Use of Parliamentary Papers. (6)

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In a country which is just setting out to build up its parliamentary library, the problems appear at first somewhat simpler. But one should in any case keep under review the possible way in which a PARLIS may develop. Even if co-operation with another library seems feasible, one should remain mindful of the special needs of a parliamentary library: the collecting and preparation of up-to-date information from sources which generally find little attention in other libraries.

Analysis, Indexing and Retrieval of Material

Information is worthless if it is not satisfactorily accessible in both its form and contents according to the needs of its users. To do justice to this task we must have initially a precise analysis of the character of demands to be made of our service and decide accordingly what rules and principles will be followed in formal and subject analysis, indexing and retrieval.

For formal analysis and indexing one should keep as closely as possible to the international standards so as not to be later hindered in adoption externally prepared data. Adoption of external prepared data will, of course, be possible in parliamentary libraries to a more limited degree than is the case in the large comprehensive libraries. The reason for this lies in the different character of the material which has to be retrieved: i.e. official publications and other grey literature as well as bibliographically non-individual items taken from periodicals, yearbooks etc. This material is listed, if at all, mostly with a considerable time-lag in national and other bibliographies and is therefore often too late for parliamentary libraries. In the official cataloguing codes grey literature and bibliographically non-individual items are given scant attention so that it is often left to the parliamentary libraries to devise for themselves, by supplementing the official codes, the procedures needed to treat this material. This has happened, for example, with the network of libraries of the principal federal government agencies in Bonn. (7)

For the best subject analysis and indexing it will mostly be necessary to develop one's own systematic subject authority or one's own list of subject headings so as to be able to offer the information in the way desired. Although there are numerous institutes and databanks in many countries, offering information specifically in the fields of political

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science, history, social sciences and other subjects relevant to parliaments, I have frequently found that this information in only the rarest cases actually satisfies the type of requirement made by our Parliament. One is consequently finally obliged to expend considerable time and money to search out the required data when using these external information sources. As regards the Federal German Republic, I can go so far as to say that even the analysis and indexing of information provided by the Library of the German Bundestag meets only a relatively small part of the information needs of the regional parliaments because their parliamentary requirements have naturally a different emphasis.

In speaking of the character of information demand of a parliament, this of course, includes also the needs of the staff of the parliamentary support services, for they are, or should be, in the final analysis the largest user group of PARLIS. The parliamentary support services should avoid building up their own information files independent of a PARLIS and only accessible to a small circle of "initiates". Disregarding information acquired for a quite specific need or for an exceptional case, it is, in view of ever dwindling budgetary allocations, scarcely to be defended not to offer information files and materials gathered by the parliamentary support services to a wider circle of users by means of PARLIS. This will also probably avoid duplication of effort. But I am venturing here on to shifting ground and I trust that we will later be able to discuss the topic more fully.

It occasionally happens that where information is provided by several constituent elements making up a PARLIS, this is done with the help of a series of subject catalogues. There are mostly historical reasons for this, as, for example, in the German Bundestag where the Press Documentation Section uses a subject catalogue which is not at all compatible with the terms employed in the Library's Thesaurus. Both systems are furthermore different in their index of subject terms by means of which the parliamentary proceedings are accessed. This problem can be avoided if one keeps in mind at the very outset the totality of the information organs which are to be built up in the longer term. The development of individual parts of the information network should then proceed in harmony with the overall concept. The time which one believes is saved by adopting existing indexing, analysis and retrieval systems without a thorough checking is often finally lost by the necessity of making essential changes which were not considered earlier.

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The carefully considered decision to opt for a quite specific indexing system does not mean that all the work is now done once and for all. The points of emphasis in politics change, knowledge and research continue to develop, and new areas of research gain an importance not earlier foreseen. One must therefore ask of an indexing system designed to provide the most current information that it reacts and adapts to the changes I have mentioned, and that it includes them within the information service's ambit. This is best achieved by maintaining a constant watch over the effectiveness of the system, by a constant exchange of views with the staffs of the parliamentary support services and other prominent user groups as well as by an attentive scrutiny of developments in all sectors of social life. This will develop a feel for where future points of emphasis in political activity will lie. These efforts will be supported if one is constantly kept informed by the parliamentary support services and other parts of PARLIS of the topics on which different user groups have requested information.

It is finally very valuable and saving in time for users if they can find all the information available from a PARLIS in one location. The library with its catalogues and infrastructure designed to cater for user needs is the best location for this purpose. In particular the library catalogues should serve as the central information tool of a PARLIS and it should also list material indexed in other parts of the PARLIS.

Dissemination of Information

Collection building and the analysis, indexing and retrieval of this material form the basis for any information and documentation service of a parliament. When they are bad they fail to satisfy user needs. This is particularly dangerous for parliamentary libraries because their potential clientele also decides at the same time what resources (equipment and staff) are to be provided for the library. If the service offered is good, then there is a readiness to provide the library with the means it has need of. Nevertheless the work of the parliamentary libraries is a constant balancing on the razor's edge, reconciling what they can really hope to achieve with what demands are made on them. If the library is functioning well the demands made of it will continually grow. Finally the library is expected to have on hand the required information no matter

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how specialised it is. Such demands are usually made of especially outstanding information and documentation services, but for users of a parliamentary library it goes without saying that they expect such services from it too.

As a rule the library is not greatly helped by having bibliographic references to particular information and documentary services because it is often not possible to have the listed material available at short notice. I therefore once more emphasise that where there is no guarantee of an assured supply of literature PARLIS is obliged to build up its own independent information resources and only offer as far as possible the information that is available in that material.

It is further very important to keep under review the quality expected of information. I have already pointed out that it is predominantly grey literature and items without an independent bibliographic identity which provide the latest current information that is required and far less the usual monographic literature. In my library the proportion is 2:1, that is about 70% of the literature references consist of items lacking a separate bibliographic existence or come from official materials. The remainder comes from literature which is commercially available.

The demands made on the quality of information are clearly different from those a scientist or scholar makes of his library. Members do not want detailed scientific and learned treatises, but rather information presented in the shortest and most precise summary form so as to enable them to inform themselves briefly before their next e gagement on the subject which is to come up, or to prepare a speech. It is noteworthy that in my library the greatest part of all inquiries are dealt with by librarians who do not have tertiary qualifications. On the other hand analysis and indexing of material is carried out by librarians with academic qualifications. This is necessary because subject analysis must meet the needs of the parliamentary support services as well as the research staffs of the parliamentary parties. I should mention here, however, that the information and documentary activity of these last mentioned librarians is essentially different from what is done in university libraries. They are also expected to provide within the shortest period a concise, precise account of the subject matter and only a few staff are concerned with longer-term jobs.

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In a PARLIS so-called active information occupies a broad area. What has been just said about provision of information applies equally to it: information in brief summary form is read, anything else is immediately consigned to the wastepaper basket. In case where extensive information is offered as in the frequently issued 'list of new additions,' there should be subdivisions provided which correspond with the possible areas of interest to members and the various committees. This does not then force the members to run through long lists for which they have no time. To detail the manifold possible kinds of active information in parliament, ranging from daily summary reports on business in the House to accounts written up for press use and video recordings of current television broadcast would fill out the whole evening. I shall therefore leave the topic with these short remarks.

Data Processing

At this late juncture I have to say a few words on data processing in libraries. It is not so much my aim to list the services which can nowadays be provided in libraries by using data processing in an effective manner so as to perform as many routine tasks by this means. Developments in this respect are already in full flight and most large parliamentary libraries have recognised that without the use of data processing they will in the future not be in the position of fulfilling their responsibilities.

What I wish to deal with here is the question of competence when it is decided to develop programmes for the use of data processing in a PARLIS and also possibly tomake use of external data bases also.

The basic principle must be clearly stated that data processing has to fulfil a subsidiary function and that responsibility both for programming as well as test running and later implementation and development must lie where it belongs by nature. If it is, for example, a question of developing for the library a system of subject analysis and retrieval based on data processing, then the responsibility for developing this should lie with the relevant library staff and not - as one unfortunately finds is occasionally the case - with the data processing section whose staff consider themselves as 'information technicians' to have the sole competence. Such a tendency has a very negative effect whenever, for example,

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liaison with external data banks is left solely to the ADP-specialists and is not the concern of those who have the necessary subject competence and are capable because of their professional training to make exhaustive use of the full information potential of an external data base by asking the right sort of questions. Of course, the prerequisite for this to be the case is a knowledge of the logic and search strategy of the data base consulted, that is, skills which must have been earlier imparted to the relevant library staff.

Practice has meanwhile shown that only a controlled use of external data bases is able to contain the often very high costs for their use. It must first be ensured that the required information cannot be produced from one's own PARLIS before calling on an external data base. It is often only the users's ignorance which leads them to believe that they can only obtain what they want from outside. One can avoid such faulty situations by making use of an external data bank dependent on the approval of a staff member who is well versed in the whole field of information sources and who also can advise on which data bases should be consulted in case of need.

There finally remains the question as to where consultation of the data banks should actually take place. There are two solutions possible, firstly to set up terminals in the area occupied by the parliamentary support services, especially where experience shows most inquiries for specialised information in specific subject areas arise, or to set up terminals with the library staff who look after specific subject areas and of whom one may be confident that they are fully informed of the capacity of their own PARLIS and have the skill to make careful use of external data bases. In my experience the latter solution is to be preferred in every case. In no case should the consultation and use of external data banks be separated from daily practice and a precise knowledge of user needs, and proceed through the staff of the data processing section itself.

Personnel

In our outline of the tasks of collection building and subject retrieval, indeed in the overall description of the functions of an information and documentation service we have seen that the demands made of a PARLIS are clearly distinct as regards both quantity and quality from what is required

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as a rule of the staff in other large general scholarly libraries. This arises from the special nature of the material whose collecting and subject accessing are considerably more labour intensive than simply limiting oneself to acquiring monographs and not undertaking any work necessary to include non-bibliographically independent items in reference and information activity. Since in most cases there are no savings achieved by drawing on other information and documentation services, parliamentary libraries must necessarily require a greater level of staff so as to carry out their functions. The greater independence and inefficiency in having quickly needed information available should not be underestimated. In a developed PARLIS this is exactly the prerequisite without which a parliament cannot properly carry out its legislative tasks.

Inevitably the increased calls for effectiveness have consequences for the qualifications and pay rates of the personnel of such an information system. In a few countries this is simply reflected in the status given to the position of "parlimentary librarian" or "librarian," which is equated with that of a ministerial under-secretary or junior minister. Mostly, however, the equivalence goes no further. If we expect the many officers of the parliamentary library to carry out the full range of tasks required of them and which demand a high degree of personal commitment, then it is fully justified for them to be compensated accordingly. If there exist proper training and educational courses for the library profession we expect our staff to have completed the relevant courses with good results and we expect them to command a wide range of professional knowledge. But matters don't stop there. Our librarians should bring a special flair for detecting socio-political developments. They should anticipate possible information needs and take account of them at an early stage in their documentary work. They should possess a good degree of judgement, react with prudence and intelligence and not be afraid to make decisions. They should also have a good knowledge of available sources of information, have a knowledge of history, and have the ability to communicate in at least three langauges. It was no less a person than President Senghor who, speaking at our 1977 IFLA Conference in Brussels, made in his address La bibliotheque comme instument majeur du developpement the following demand of libraries:
"Je ne suis pas sûr que tous les bibliothécaires et archivistes maîtrisent les trois langues de communication international qui leur seraient nécessaires, sans parler du latin ni du grec." (8)

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Considerations of Location and Space

Finally I wish to say something about the physical location of the information services. Closely connected with the problem of a unified and integrated information service is the question of where such services are to be located in relation to other activities of the parliament. The nearer the location is to the central activities of the parliament, the shorter the ways are between the chambers, the committee rooms, the member's own offices and the library's own quarters and the offices of the staff of the parliamentary support services, the greater the degree of communication and the more intensive is the call on the services of a PARLIS.

In connection with the building of additional space for parliament we in Bonn have proposed that the full range of services of our PARLIS will be offered in one central "information zone." There the user will consult the library's catalogues, the central tool of the PARLIS. He will as well be able to borrow books and periodicals there. Information will be available there on the library's collection of maps, on the parliamentary archives, on all the other specialised collections, on the archive devoted to politicians, the collection of party electoral material, and the like. He will have access to the files of the Press Documentation Section with selected articles from the most important national and international newspapers. In this area there will also be computer terminals linked to external and in-house data banks. Immediately adjacent to this area will be the offices of the library's senior staff and those of the reference staff so that they can be easily consulted by the user.

The central "information zone" is located between the Bundestag chamber, the party committee rooms and offices and the offices of the members themselves. The route to the Bundestag chamber goes past the library and the members' reading room and members can quickly obtain any information they require. Displays of new acquisitions in the library and a display of current serials seek to stir members' interest on a continuing basis and make him aware of the possible types of information available to him. The Bundestag Library has for some years advertised itself with exhibitions of books in the lobby with the result that the Library has received much support and assistance in its work from members. We are hopeful that with the completion of the new building we will be able to achieve an even better degree of support for our work and more active assistance from members.

Principles of a PARLIS

Having attempted to sketch some of the tasks and problems involved in the creation of parliamentary information systems, and have tried to make clearer the role of parliamentary librarians in the narrower sense, I now finish by formulating a few guiding principles which should be considered when a PARLIS is to be developed.

- The head of a parliamentary information system should as far as possible be at the same time the head of the parliamentary library as the largest and central unit in the information organisation.
- The head of the parliamentary library should be a professional who is well versed in all the aspects of information and documentation.
- The PARLIS should be an independent entity within the parliamentary bureaucracy, function as far as practicable independently from the rest of the bureaucracy and have a full voice in the decision-making process within the bureaucracy as a whole.
- The areas of responsibility and competence pertaining to the constituents of the PARLIS must be clearly defined and possible overlapping avoided. This applies especially to such areas as collect materials as the archive, the library and the press documentation section.
- In the interests of a uniform treatment and analysis of materials for purposes of subject retrieval a unified system of treatment should be made a prerequisite.
- Use of data processing to assist with the various tasks of adminministration and documentation should be the responsibility of the officer in charge of the respective section and possessing the requisite competence.

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- The functions required of data processing in its support role must always be unambiguously defined.

- The use of external data bases should as far as possible be sanctioned by the senior officers having the requisite knowledge and training.

- Before calling up external data bases it must first be determined that the required information is not available in the in-house PARLIS.

- The staffing level for a PARLIS should be adequate to the tasks required of it and salary scales should be commensurate with the high demands made of them.

- The information services should be so located that they are easily reached from the chambers, the committee rooms and the members's offices.

I have restricted myself to essentials in proposing these quidelines. They could be easily expanded. Our later discussion will provide an opportunity to do so.

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Division: General Research Libraries

Section:

The role of university libraries in developing countries: the case of Francophone Black Africa South of the Sahara

by

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Meeting no. 52

1. The Role of University Libraries in Developing Countries: the case of Francophone Black Africa South of the Sahara

Introduction

In this study I have covered only the Francophone African countries south of the Sahara, excluding the Maghreb which is at a different stage of development and possesses its own national language and culture, Arabic. I have omitted Madagascar which also presented differences and is situated in another geographic area.

The bibliography will be very short. But I have been able to draw on the final dissertations of African students at the Ecole Nationale Supérieurs des Bibliothécaires (ENSB) in Lyons. Out of 74 students spread over 6 years (1977 to 1983), 38 dealt with African subjects; I also selected 4 others from 1975-1976. From these 42 pieces of work I have been able to read what these young people thought about libraries and the problem of reading in their countries: documentation for African studies, the history, promotion and spread of reading, African languages, oral traditions, publishing and writers; public lending libraries; the training of users and librarians. I have listed 14 selected works on African university libraries (monographs, bibliographies, tasks, automation, systems).

The role of university libraries in developing countries: the case of Francophone Black Africa South of the Sahara,

by Gérard Thirion

Abstract

This paper examines the challenges and problems faced by university libraries in Francophone Africa South of the Sahara. It begins with a brief survey of university and library provision in relation to area and population, literacy rates and levels of education in these countries. After discussion the limited availability of appropriate reading material, the author quotes a selection of comment from the 1960s on the functions of higher education and university libraries in developing countries, highlighting various obstracles to their development, such as financial constraints, shortage of qualified staff and inadequate holdings.

He concludes that the present state of development of Francophone African university libraries is unsatisfactory and appeals to the industrialised countries to provide aid.

Part I: The 17 Francophone African States

1. Five Sahelian and Saharan States:
Mauritania, Mali, Niger, Chad and Upper Volta. About 5 million square kilometers and 25 million inhabitants. These are countries which are struggling under great economic and climatic difficulties. Illiteracy exceeds 90% and primary education reaches only 30% of children.

There are 3 small universities (Niamey, N'Djamena, Ougadougou) and some training schools in each of these countries, with between six and eight thousand students (about 30 per 100,000 inhabitants) (c.f. France, 18-1900 per 100,000).

There is no university library of significance, but there are several teaching collections in each educational unit. Only Mali, with its national library and its efforts to promote the spread of reading, seems to be progressing at present.

2. Nine States in the tropical and equatorial zone, formerly under French administration: Senegal, Guinea, Ivory Coast, Togo, Benin, Cameroon, Central African Republic, Gabon and Congo. About 2,640 million square kilometers and 38-40 million inhabitants.

Illiteracy stands at between 45 and 70%, primary education varies between 35 and 100%.

Each state has its university (but information on Guinea is very incomplete) and there must be between 60 and 70,000 students, or almost 200 per 100,000 inhabitants.

There are 4 important documentation centres, in university libraries but also in important research libraries: Dakar, Abidjan, Yaoundé, Brazzaville. The other universities, although less well equipped, are distinctly better than in the Sahelian states. Congo and Ivory Coast are making an effort to promote public reading.

3. Three states formerly under Belgian administration: Zaire, Burundi, Rwanda. About 2.4 million square kilometers and 37-38 million inhabitants. The levels of primary education and literacy are comparable to those of the 9 states referred to in (2) above.

Reading had been developing there since 1935 and two universities were established before 1960. But the political events of the 1960s, and economic difficulties since then, have not made further development possible, except in the two small states (Rwanda and Burundi) which were less favoured in 1960. There are currently 5 universities (Kinshasa, Kisangani, Lumumbashi, Rwanda and Burundi) and about 25,000 students (70 per 100,000 inhabitants). The 5 university libraries, in spite of their difficulties, seem to have reached the critical size which enables them to assist teaching and research. The Kinshasa university library can be compared with the one in Dakar.

4. To summarise:

- 17 states covering 10 million square kilometers, with more than 100 million inhabitants.

- A region where the gross national product is among the lowest in the world, where demographic growth exceeds 2.5% and where an enormous effort to provide primary education clashes with the exploding birth rate.

- 16 universities with a little over 100,000 students, not including the 30 or 40,000 who are studying abroad. Even so, the total is 10 to 20 times less than in the industrialised countries.

- Scarcely more than a dozen libraries for study and research, which have premises, staff and collections but are currently suffering a great deal, as a result of their governments' financial difficulties.

- 6 documentation centres: Dakar, Abidjan, Yaoundé, Brazzaville, Kinshasa, Lumumbashi contain 60% of all resources (for 60% of the students) and are exactly comparable to French or Belgian university libraries.
6 documentation centres for 10 million square kilometers and 100 million inhabitants?

Part 2: The book in context

5. Local languages and reading

Estimates vary as to the total number of ethnic groups and languages spoken in the 17 states: 300? 600? The governments had to make the decision to retain French as the official language, the common denominator language of the former colonising power. There is an analogous situation in the countries which were formerly under British administration. The official language has become the language of education, but an African school child is therefore torn between his mother tongue and the language used at school, which makes his schooling more difficult. He will not be able to read until the end of his schooling. Hardly any works exist in local languages and books in French, in any case ill-suited to African life, are not distributed outside the major centres. Thus, having learned to read, the child will not read any more (unless, of course, he goes on to grammar school), and he will lose the ability to read.

6. The book in Francophone Black Africa

For those young people who continue their studies, it is the lack of books, particularly suitable books (apart from educational textbooks), which will affect them.

The circulation of books by public reading institutions or school libraries is very poor, reaching an effective level only in a few large centres. It is also somewhat abnormal that most of the public libraries worthy of the name should be the foreign (especially French) cultural centres which are to be found in about 30 of the cities. There are, of course, African authors: the Bibliographie des auteurs africains de langue française (4th ed., Paris, Nathan, 1979) lists 1170 authors and 2300 works (apart from school textbooks). But, even if the works on Africa are numerous, there are very few works written for Africans.

7. The publishing/bookshop network

This has certainly progressed significantly over the last 20 years, but it remains very poor, and is essentially concentrated in 4 countries (Senegal, Ivory Coast, Cameroon and Zaire).

From the following sources:
Publishers International Directory (Saur), World Guide to Libraries (Saur), Répertoire international des libraires de langue française (Cercle de la librairie, Pari), we can draw up the following table, valid in 1980, for the area being studied:

Publishers: 200, of which

106 governmental
102 universities and research centres
95 commercial

But, with a few exceptions, these publishers only publish a few volumes per year, apart from official texts and school textbooks.

Bookshops: 297, of which 191 are in the capitals
(In France there are 6-8,000)

8. The libraries are entered in the same sources:

University, faculty, school and department libraries: 111
Research centre libraries: 228
Public libraries: 83
National libraries: 16

But these terms and figures more often than not cover very different realities from those in countries with older written cultural traditions.

9. In 1980, computerised information systems had reached only two places in the area being studied, and this thanks to FAO: the study centre on the Senegal River at Saint-Louis and the centre on the Sahel at Niamey. No link with Western services was yet possible, and the internal telecommunications network did not permit computer links.

Part 3: The Promises of the 1960s

Since the early 1960s, in the immediate aftermath of decolonisation, men, whether experts or prophets, have been interested in the future of a university yet to be created, and its library.

This part will resemble an anthology, but it was difficult to express their thoughts and writings in any other way:

10. The Conference on Development and Higher Education held at Tananarive in 1962.

"The role of higher education in Africa's economic, cultural and social development must consist not only in carrying out its traditional functions and obligations in matters of instruction and the progress of knowledge by research, but also in:

3. Encouraging the study and knowledge of the African culture and heritage.
4. Putting Africa's human resources to the fullest possible use, in such a way as to allow the continent to meet its personnel needs.
5. Directing the training of every human being towards the improvement of the nation.

6. Developing over a period of years a genuinely African type of higher education, for the service of African and its people, while at the same time awakening the feeling of belonging to the great family of humanity." (page 18)

11. John C. Lorenz, Director of the Library Service (U.S. Office of Education wrote in the UNESCO Bulletin (1962) an article on 'The role of libraries in economic and social development' (page 242-249).

> "University libraries are important in new countries, where professors and students are called on to play a prominent role in economic and social development...It is often through the intermediary of the universities that new technical, economic and social knowledge is received, adapted and disseminated... Books, booklets, periodicals, films and other types of library material are indispensable instruments at all levels of education, from literacy training through to higher education and adult courses... Beyond their cultural role, the universities make an essential contribution to economic and social progress (health, agronomics, professions...) of each country."

12. Pierre Lelievre, former Deputy Director of Libraries in France, and at that time Rector of Dakar, was writing in 1965 (Colloque de l'Aupelf, Geneva, 1965) on "Particular aspects of the mission of the university... especially in Africa... do they involve an original conception of the university library...?" (p. 70-77):

"If the strictly university function (of the university library), both at the level of teaching and research, does not seem to me to distinguish it from its European elders or sisters, its cultural mission greatly exceeds the former function...

The reason why the university library is not a scholarly library like any other is that it is actually the library. No other library has the human, material and technical resources to undertake the systematic collection, inventory and cataloguing of all the documents concerning the past, the history and the life of the country. A considerable amount of documentation in manuscript, printed, photographic or recorded form is produced and disappears again before our very eyes, and tomorrow we shall deplore its dispersal or destruction. It is those previous materials which it is the university's mission to find and collect...

We must assign to it another role which is no less important. Respect for traditional African cultures does not mean that the African student should not also acquire and master that literary culture which forms the basis of Western cultures. The university must also take charge of this part of his intellectual training, and the library must be not only the place where one finds dictionaries, textbooks and set authors, but also the opportunity of contracting what Valéry Larbaud used to call that 'unpunished vice' of reading." (p. 75-6)

13. Morris A. Gelfand in his book "Les BU dans les pays en voie de développement":

> "An accelerated economic growth constitutes a common objective for all developing countries; to attain this, they must concentrate their efforts on the production of the necessary human resources for all levels of activity, both public and private.
>
> The universities have an essential role to play in this respect: in order to train graduates capable of performing useful services, they not only need to have at their disposal qualified professors and properly selected students, but also to be able to give all members of the university community direct access to the sum total of knowledge accumulated over the centuries.
>
> Within the university, the library is the organism best placed to assemble and classify this knowledge with a view to its use, and to supply the services and equipment to encourage such use...
>
> Any university worthy of its name also has the role of preserving, interpreting and advancing scholarship... Nevertheless, the primary need for more abundant and more effective human resources is in itself sufficiently strong to justify the existence of universities and libraries endowed with powerful means of action.
>
> The libraries and documentation centres currently at the disposal of the developing countries are in general, with some remarkable exceptions, very inadequate...
>
> The principal obstacles which militate aginst the rapid development of university libraries in certain countries seem to be the following:
>
> a) The absence of a clear definition of the objectives assigned to the university and its library, the lack of a spirit of co-operation and understanding on the part of the authorities and the university's teaching staff, the shortage of qualified librarians and competent secretariat staff, the inadequacy of the collections in the university and in the country as a whole.
>
> b) Harsh import and currency restrictions.
>
> c) The inadequacy of the funds allocated.
>
> d) Defective equipment.

e) The fact that insufficient attention is given to the appointment of competent university librarians, provided with an authority in keeping with their great responsibilities, and that insufficient importance is attached to the intellectual and professional ability of the librarians.

f) An over-complicated system for regulating acquisitions and other administrative questions.." (page 13-14).

Fifteen years later, this text unfortunately remains as true as ever.

Part 4: Is the African university library a factor in the development of the country?

14. The necessary questions for this evaluation were also raised by Gelfand (op. cit. p. 24), back in 1968.

Every university library, whether its functions are wide or more restricted, is influenced by the following factors which affect the situation of the country's libraries:

a) The existence of other university libraries in the country or the region;

b) The density and quality of school, public or special libraries;

c) The existence of a national library or a national library network;

d) The existence of bibliographic and documentation centres;

e) The financial support given to library services;

f) Import and currency restrictions;

g) The extent of co-operation and co-ordination among libraries;

h) The number of well trained librarians;

i) The impossibility of training librarians;

j) The status of librarians in the country and in the universities;

k) The power and competence of the librarians' professional associations.

Our 1984 assessment cannot be other than pessimistic, regarding the context and the level reached by university libraries in Francophone African countries.

15. The library network (questions a, b, c, d, g)

We have seen in paragraphs 4 and 8 that this is poor: one state only, Zaire, which is huge and densely populated, has 3 university libraries; several states have none. The figure of 111 libraries and 228 research centres need not impress: it is equivalent to a French university town of 30-40,000 students... In reality, there are only 6 valid documentation centres for an immense continent with twice the population of France.

School libraries are practically non-existent; public libraries are essentially set up by foreign cultural centres; national libraries are only in their early stages and cannot claim to produce a serious national bibliography, on account of the lack of editors and the difficulty of obtaining abroad documentation on Africa or written by Africans.

The African university libraries, whose requirements and tasks are, as we have seen, much greater than those of a university library in a developed country, are too few in number and very isolated. There are some contacts, but no real network of co-operation and co-ordination.

16. Financial resources

Even at times of active co-operation and a good economic climate, these have never been high. Currently, there is total financial suffocation, because the funds allocated are being cut or frozen, while requirements increase; but even more than in the industrialised countries the qualitative and quantitative increase in documentation is a factor. There are gaps in periodical runs and collections, and worn or obsolete books are not replaced.

One of the most important university libraries, Dakar, no longer has the means to carry out its mission.

Added to all this is a draconian regulation of imports paid for in foreign currency (i.e., 90% of purchases). A niggling approach has now been added to the inheritance of French bureaucracy, with the result that bills are paid a year or two late, which does not facilitate relations with foreign bookshops.

17. The librarians (h, i, j)

This will be the first light in an otherwise dark picture: almost 20 years ago, with the help of UNESCO, the African states established the Dakar School of Librarians and Archivists, which trained several hundred young librarians to the level of Baccalauréat plus 2 years. Throughout Francophone Africa, but particularly in Senegal, they are the middle-ranking staff in the large libraries, or are in charge of medium-sized libraries.

Two years ago this School, the E.B.A.D., opened a second phase, which in several years time should make it possible to train more senior staff there. We might be permitted to hope that other EBAD's will be established in Africa.

But the majority of higher level librarians have, up until now, been trained in France (ENSB in Paris, then in Lyons) or in other schools (England, Canada, Morocco, Belgium...). Estimates must extend to over 200 people, of whom four-fifths have been trained in France.

Those in charge of the large African libraries are well known, many of them may be at the IFLA Conference in Nairobi; there are few more than 60, perhaps 70, active in university, national and public libraries. This is about the same figure as in urban Lyons.

Many have left the profession for more remunerative or prestigious posts. This is a credit to the training they have received and shows a recognition of their abilities, but it is also a heavy loss for a profession which lacks trained staff.

In all the conversations which we have had with them, in all the reports read and all the letters received, the same 'leitmotiv' reappears: lack of respect for the profession and its corollary, the low level of salaries compared to those of other officials.

This is probably a very bad inheritance from French traditions, where the position of librarian, while enjoying a certain esteem, does not see this translated into a salary comparable to that of other posts at the same level (e.g., in education or administration).

We must therefore add this shortage of trained staff and technicians to the other handicaps suffered by university libraries in Francophone Black Africa.

Moreover, being very dispersed and isolated (except in the 6 principal centres), they cannot receive continuing training or information on professional developments. Only with difficulty can they co-operate with one another: most of the libraries are thus condemned to be inward-looking; this inevitably affects their efficiency, and the university and the country suffer as a result.

Conclusion

To the question posed on the subject of Francophone Black Africa, as to whether university libraries play a positive role in developing countries, I am obliged to reply that, in the economic context in which African governments are struggling, it is not possible to talk of university library development.

Their situation is too difficult for them to be able to fulfil the tasks hoped for in the 1960s. There has been no realistic planning of the universities and their libraries and even if there had been, it could not be maintained.

And now I must put a question to the leaders of the industrialised countries, beginning with my own country: how much aid would be required for the effective 'take-off' of university libraries in Francophone Africa? Possibly 10 million U.S. dollars? That is the cost of 3 kilometers of urban motorway...

If the African university libraries were able to play a role in their countries' development, this would be cheap at the price.

Gérard Thirion

(General Inspector of Libraries
Ministry of National Education, Paris)

10.6.84

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- NGAYABATERANYA (Augustin).- Les BU du Rwanda.- 1983
- MABIALA (Innocent).- La BU de Brazzaville.- 1983

IFLA GENERAL CONFERENCE, NAIROBI 1984

Division: Libraries Serving the General Public

Section: Public Libraries

IFLA WORKING GROUP ON THE IMPACT OF INFORMATION TECHNOLOGY UPON PUBLIC LIBRARIES

Commentary on the Report of the Group to be delivered to the IFLA Conference 1984 in Nairobi; by Peter D. Gratton, B.A., D.P.A., F.L.A., F.R.S.A., County Librarian of Derbyshire, England.

Information Technology and the Public Library (IFLA 1984)

Information Technology is in my view primarily about information. Technology is a device, or a series of devices which enable the Librarian and Information Officer better able to gather, organise and disseminate that information. IT - the buzzword - should enable us, for the first time, to get access to the stored wealth of knowledge without having to travel to the widely scattered sites where its parts are held. In the most technologically developed countries, and more particularly the wealthiest centres in those countries, push-button access to information held in data banks world wide is already a reality. The use of the equipment has predominently to do with wealth creation, often in a self-interested way, by individuals or corporate organisations. The Public Library, which I will visualise for you as an information collector, disseminator; an organiser, storer and access arranger, belongs to the people - not a select band, not even a group with a unified or directed interest. Self-interest, selective exploitation of resources, the advantaging of disadvantaging of one individual in relation to another, is no part of its role.

To take the concept of access further: free access for all recognises the disadvantaged. IT in its broadest sense, and the Working Group took a very wide interpretation, concerns technological answers to human problems enabling, for example, the blind to "read" through sound recordings; the deaf to "hear" through video, and, through the harnessing of electronic strength the weak to behave with strength. The human mind is unique as a possession: it is as valuable in the fragile or damaged body and IT allows knowledge and delight to be fed to it, as it allows the disabled to create text and images unconventionally. "It is difficult to imagine the frustration of a capable mind imprisoned in a severely disabled body that can respond to the mind's commands in only a limited way. "Severely disabled writers such as Joe Deacon and Christie Brown have highlighted the problems of deeply perceptive people initially thought to be mentally deficient simply because their physical disabilities made it difficult for "normal" people to understand them. But these are special cases: what is needed now are not special solutions to individual problems, but a general solution which can be applied successfully to a broad range of such disabled people. The microcomputer revolution holds the key to this broader attack" (The Guardian newspaper 10-5-84 Mary Gribbin)

Access for all is what Public Libraries stand for and the problems of direct physical access are surmountable through information technology. A library user a hundred miles away from a catalogue can peruse that catalogue, can select a title or a journal article, and, using facsimile transmission or some other televisual transmission, can "hold" a distant resource. More, can interact with that transmitted resource and progressively sophisticate the quest for knowledge and information. In the Public Library that user is not "special." He or she may be anyone. The information, the stored knowledge ceases to be special in an exclusive, excluding sense, the opportunity for the mind is not for a select mind; a graduate or post-graduate mind, a wealthy man's mind, a skilled man's mind, it is for anyone.

This is not easy or immediate, or, regrettably, generally universal. Different peoples have different stumbling blocks to overcome. For many the sheer energy demand, the power to drive the machinery seems an insurmountable obstacle; for yet others the exclusive political power inherent in holding knowledge; for others distance of communications, or terrain or climate. For some the will in the decision makers' minds.

In a perverse way barriers at this time may be an advantage, for the rapid development of technology may allow for a whole stage of that development to be leapt over. Already the technology of data storage has advanced to far that the media of ten of fifteen years ago are obsolete. The keyboard may be replaced by the voice-driven recorder, video disc is becoming a data storage device of phenomenal capacity. New forms and sources of power may be waiting to be exploited. A conceptual leap is not beyond possibility in the IT world.

If things are to happen and those things in a worldwide information oriented society are to be accessible to everyone, the sites of their happening must include the Public Library - the hopefully unbiased, hopefully trusted, hopefully receptive, hopefully accommodating Public Library, in its buildings, or on wheels, or on water, or whatever. The Public Library which the people who use it own.

But - the Public Library, or any library does not have an exclusive monopoly of stored information. This network into which it will plug is a diverse creature and it has its own self-directed urges, commercial, power-oriented, exclusive. Much of the world's information wealth is held by and was/is being created by independent organisations who will not see "the public" as forming part of its clientele or reason for being. The universities, the special libraries, the private bodies, are part of the substance of information rich society. They may not want to share. But sharing in this context is not giving away and therefore losing something. This sort of sharing can involve gain, for whatever use is made of the total bank assets the assets of society are thereby increased. What banker would not be pleased to discover that the more he "gave away" the greater his balance became? In human terms, in social terms, in terms of technological advance, if we accept that knowledge enhances performance, access through technology enhances performance in a relatively direct way. Self-learning, collaborative growth, progressive analysis and synthesis to generate new ideas, all derive from access to knowledge. Societies move forward according to what they know, for knowing enables doing.

What about the Report, then?

Inevitably it is dated already for technology and its adoption develop at an astonishing speed, and the report, although substantially up-dated in April/May 1984, can be no more than a view of an instant. Equally inevitably, because the Group wished to produce direction signs as early as possible, the substance in limited to the pattern of IT and Public Libraries in only four countries, all western, industrialised, and comparatively wealthy. We hope this will not unduly limit its validity because we believe the pattern set out does present a realistic statement of possibilities, and we can say this can happen because it is already happening somewhere - the technology exists in a usable form to do these things now, it is for the different societies for adjust to the potential.

Potential is a key word. We have set down what is being done. What we wish to infer is the potential of IT and the place of IT within the Public Library - and, not surprisingly in our interlocking world within the library movement as a whole, in so far as it reaches ordinary people. In drawing a picture of the present in a limited area we wish to point the way to the future for all.

There are principle arguments and perhaps the most significant of them is that which has to do with charging. IT services - fee or free?

The pattern is different from country to country and within some countries from town to town. We believe that the question of charging arises not because costs are high so much as because they are so visible in a way totally different from the traditional print-based searches. It is true that more sophisticated ways of measuring the traditional search are being developed and cost guidelines are being put on many libraries operations but so far there is nothing quite as clear as the data search account. A bill so clearly set out poses the question "who pays?"

It is our considered view that this question is a political one calling for a political answer. We believe that the professional view is, and should be that access to information should be freely available to all. I appreciate that this begs the question because the use of information can yield a tangible profit. A piece of information for a private individual for his own personal use is not, in the economic/commercial/business world quite the same as a piece of information which helps to achieve a substantial product sale, or to develop a new profit-creating product. In these latter cases, in a very real sense, the search and its outcome are part of the investment in research and development to which the commercial world assigns a cost. If the Public Library as a gateway to information for all, itself pays that cost and "saves" it for the corporate body, who, then, pays? Is it the poor paying for the rich, or the rich themselves through taxes meeting the bill? The question has to be political: the professional question has a simpler answer. In truth the real answer lies somewhere in between the two extremes and at the end of the argument I believe the cost of services will be drawn differently from different kinds of users or for different kinds of information, for the dilemma derives from the quantity and comprehensibility of the available information and the need for information creators to make a living. The approach to the debate will essentially relate to the political and economic reality of the country or its Public Library providing agencies. Professionally, and the UNESCO Manifesto is quite unequivocal, access to information should be free and open. That is the flag we would have you fly.

You will appreciate from the report, if you did not already do so, that a geographically diffused mass of separate banks of information -and I use that word in its broadest sense to cover material to answer questions and material to stimulate and entertain - which once required you, physically, to travel to them for access may, through the electronic magic of IT, be drawn out and presented to you in a variety of ways where you are. The smallest Public Library can hold the world's stock of knowledge. The librarian has now a new task which has developed from his acknowledged role as guide to the literature, for now he or she is driver of the machinery which finds the "literature." He/she designs and plots the course of the ship as well as piloting and interpreting the seas through which it sails. Truly the role of the library educators is extended and the vision of his or her students widened and brightened.

The committed librarian is motivated by his clients - the public does not exist for the librarian, he/she exists for the public. And the public is not a coherent describable entity, not one thing, it is a mass of individuals, as the librarian above all, perhaps, knows. IT gives us the capability to build and run a range of services which derive from our clients rather than one which in our great wisdom we design and impose upon them. In an impressive, and in my most humble moments I think rather frightening way, we are able to tailor the supply of all we have to offer across the whole range of knowledge, the whole range of formats, the whole range of levels of comprehension, to the individual enquirer. We can build a library suit of clothes to fit each individual wearer.

So - why the Public Library?

Having spoken so far as though the Public Library were a separate entity I must now declare my true view that the Public Library is part of a diverse network of library and information resources. It cannot stand separately from the university, the national library, the special library, the school or college library, and nor, if these libraries seek adequately to serve their clienteles can they stand separately from the Public Library. We are all access points to the knowledge treasure house and we all possess some of its treasure. BUT we all have a duty to share that treasure, which as I have suggested earlier grows with sharing rather than diminishes, with all who wish to share it. As the Public Library facilitates public use, at a distance perhaps, of the university, so the university library facilitates its students' use of the Public Library. We all contribute and we all draw upon one another and the greater the sharing the healthier the collective body of society.

IT is about access, about sharing. It belongs to us all, in the Public Library as elsewhere. Its role in the Public Library we have suggested, it is for you to progress those suggestions - and to develop new ones.

What about the technologically undeveloped regions and their people. Does technology enhance only the lives of the rich, and are the poor once again regressing as we wealthy talk of progress and because we talk of progress? Social poverty tends to follow from remoteness, and I have said that IT can overcome remoteness, but I have also said that it has to be paid for. In a very real sense the investment is of national money. Overnight the creation of satellite based communication centrally can open up enormous geographically remote areas to the noise of the rest of the world. The decision is, again, a political one: a decision for governments to make. It is a decision based on priorities and I cannot tell you the priority rating of communication. I can suggest that communication is the engine which drives development and progress - perhaps it should stand high in the priorities? Its impact is likely to be somewhat tangible in the short term, though. Only indirectly can progress in communication contribute to the feeding, clothing and housing of people, to the creation and sustenance of the quality of life. John Martin has suggested recently that the decision about IT and money involves striking a balance between social need and profit, between God and Mammon.

To expose the political dimension a little further I can refer you to Margaret Lodder's article in"The Electronic Library" for April 1984 in which she discusses factors affecting library computerisation in areas remote from major centres. In this piece Margaret Lodder identifies the main problems as the lack of expertise of librarians and of software and hardware suppliers, the limitations of the market and the pressure to invest in the more readily available rather than the most appropriate, and she sees the answers in co-operation and collaboration, but it must be driven by political will.

For an exciting exposition of the possible, albeit in a wealthy community in a high technology country, I would refer you to Ken Dowling's book, "The Electronic Library: the promise the the process" (Neal-Schuman, 1984)

Finally let us acknowledge that the first stage in planning is sowing the seed of something new in the minds of people. The Working Group hopes to have done that. It cannot give you timescales for development or even precise directions. What it hopes to have demonstrated is that IT is a machine, a tool to do the job which has always been recognised as ours to do. It does not change the role of libraries or of librarians other than to increase dynamism, it can make it infinitely more achieveable. Above all it cannot be ignored by the librarian, and particularly, we would suggest, the public librarian.

IFLA GENERAL CONFERENCE, NAIROBI 1984

Division: Libraries serving the general Public

Section:
PUBLIC LIBRARIES

100-PUB-E

THE CREATION AND DEVELOPMENT OF A NATION-WIDE SYSTEM OF LIBRARIES IN MALAWI SINCE 1970, WITH SPECIAL REFERENCE TO PUBLIC LIBRARIES.

by

Rodrick S. MADOMBA, Director
Malawi National Library Service
Lilongwe, Malawi

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THE CREATION AND DEVELOPMENT OF A NATION-WIDE SYSTEM OF LIBRARIES IN MALAWI SINCE 1970, WITH SPECIAL REFERENCE TO PUBLIC LIBRARIES.

by

Rodrick S. Mabomba *

INTRODUCTION

UNESCO organised an Expert Meeting on National Planning of Documentation and Library Services in Africa, held in Kampala, Uganda, from 7th to 15th December, 1970. There was no participant from Malawi at that meeting, and it seems that the various recommendations made for the national planning of library and information services did not capture the attention of the few librarians then in Malawi. At that time, there were only 6 professional librarians practising in Malawi, all but one of them expatriates. Seven Malawians had just returned from professional training in Britain. This paper tries to outline developments in Malawi relating to the theme of that Unesco meeting.

By 1970, major library services had already been established in the country: in the University from 1965, the National Library Service from 1968, and the National Archives had a reference Library from 1958. There were also libraries in various government departments and ministries, schools, colleges of education, statutory bodies and private firms. Other libraries were being operated by the British Council in Blantyre since 1951, Zomba since 1962 and Lilongwe since 1963, and the United States Information Service (American Cultural Center) had theirs in Blantyre since 1961. A number of district community centres were also operating public library services with the help of the British Council.

PUBLIC LIBRARIES: The establishment and development of libraries open free of charge to members of the public in Malawi is the statutory responsibility of the National Library Service Board. When established by an Act of Parliament in 1967, there were no other local public library authorities of any significance in the country. Because the National Library Service has been the only institution operating libraries serving the general public in Malawi (financed from local public funds), its development as briefly outlined below reflects our efforts to establish and develop a nation-wide system of public libraries in the country.

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* Director, Malawi National Library Service

In 1968 the Board established its headquarters library in Blantyre where it remained until August 1979 when it moved to Lilongwe. The pattern of services adopted at that time has more or less been maintained: establishment of Service Points and Library Centres, and operating a Postal Lending Scheme. Development of the services may be highlighted along these lines.

a. Service Points: In August 1970 a Branch Library was opened in Limbe with the cooperation of the City Council of Blantyre. The Council provided a building (which it maintains) and makes an annual grant towards operational costs.

In 1975, another Branch Library was opened in Lilongwe, the new Capital City of Malawi in the country's Central Region. Hitherto, Library Centres and Postal Lending Services were the only means by which people outside the Blantyre/Limbe area could use the National Library Service. The cooperation of the Capital City Development Corporation, in constructing for lease to the National Library Service Board a suitable building, made this expansion project possible.

By 1976 plans for the establishment of a service point in the Northern Region and the building of an appropriate Headquarters in the Central Region were receiving government attention. By October 1978 both projects had been completed. The former Headquarters Library in Blantyre then became a Regional Library for the South, the new Headquarters Library was also the Regional Library for the Centre, and the new library at Mzuzu became the Regional Library for the North. Because of close proximity, the Capital City Branch Library which had been opened in 1975 was closed in October 1978, and bookstocks were transferred to the new Headquartes Library a kilometre away.

Aware of the expansion potential of the National Library Service, the British Council decided to hand over their Branch Library in Lilongwe (old town) from April 1979 and that in Zomba from April, 1980. The National Library Service inherited all books and furniture in these libraries.

3/...

The present network of Service Points therefore consists of the Headquarters Library and Regional Library in the Centre; two Regional Libraries in the South and North; two branch libraries in the South and one in the Centre; another one is being scheduled for construction the North in the near future.

b. Library Centres: These are small units operated in various types of institutions in the country. A collection of between 200 and 600 books are delivered to registered institutions, and are exchanged or renewed every two to three months. Twenty-two such centres were established during the first year of operation in 1968/69. By April 1984 the number had risen to 253. It is envisaged that full time service points shall be replacing groups of Centres in various parts of the country as funds become available.

c. Postal Lending Service: Persons who have no access to any Library or Library Centre, or those looking for specific titles which are not immediately available from their library, are served through the post. More people join to be served in this way every year.

The British Council have maintained their library in Blantyre, and they built a new Centre in Lilongwe in 1981 housing their offices, library and auditorium. The French Embassy operates Cultural Centres in Blantyre and Lilongwe, and the Americans have a Cultural Centre in Lilongwe, that in Blantyre having been closed in 1981 .

There are informal cooperative activities among the public libraries. The British Council helps the National Library Service with donations of books and magazines.

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NATIONAL LIBRARY SERVICE: LIBRARY CENTRES SERVICES: SUMMARY OF ACTIVE CENTRES AS AT 31st MARCH, 1984. (see also map on next page)

NORTHERN REGION: TOTAL 54

DISTRICT		TYPE OF INSTITUTIONS	
Chitipa	3	Primary Schools	16
Karonga	7	Secondary Schools	16
Nkhata-Bay	4	M.C.C. Centres	5
Rumphi	18	Technical Schools	1
Mzimba	22	Community Centres	2
		M.Y.P. Training Bases	5
		Agricultural Development/ Research Institutions	6
		Others	3

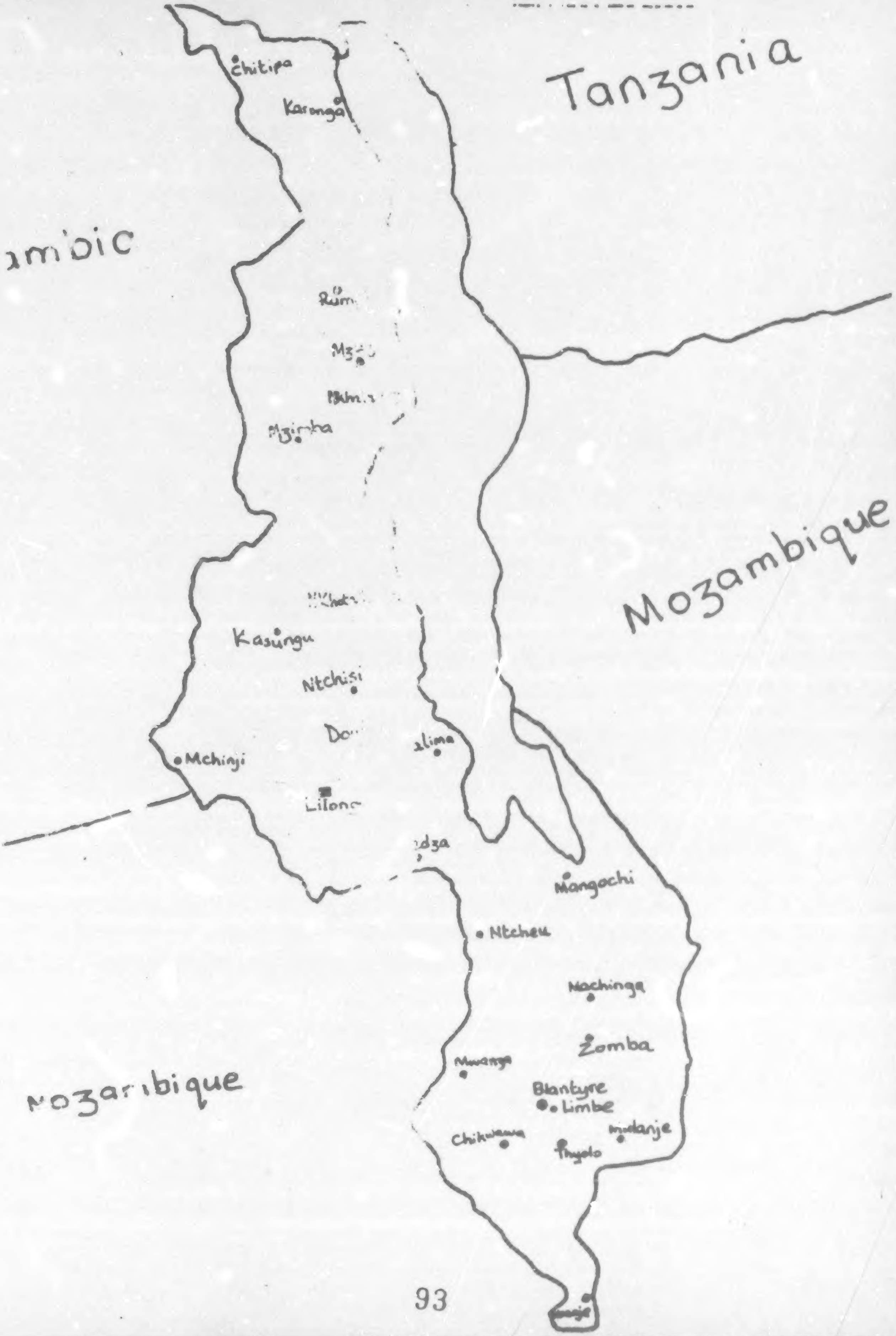
CENTRAL REGION: TOTAL 117

DISTRICT		TYPE OF INSTITUTIONS	
Dedza	10	Primary Schools	18
Dowa	8	Secondary Schools	7
Kasungu	8	Colleges & Technical Schools	7
Lilongwe	55	M.C.C. Centres	2
Mchinji	8	Community Centres	14
Nkhota-kota	13	Agricultural Development Research Institutions.	56
Ntcheu	6	M.Y.P. Training Bases	7
Ntchisi	3	Hospitals	1
Salima	6	Others	5

SOUTHERN REGION: TOTAL 82

DISTRICT		TYPE OF INSTITUTIONS	
Blantyre	19	Primary Schools	15
Chikwawa	6	Secondary Schools	14
Chiradzulu	6	Training Colleges	7
Machinga	8	M.C.C. Centres	8
Mangochi	8	Hospitals	1
Mulanje	10	Community Centres	9
Mwanza	5	M.Y.P. Training Bases	11
Nsanje	6	Agriculture Development Research Institutions	9
Thyolo	7	Clubs, others	8
Zomba	7		

5/...


Tanzania
ambic
Chitipa
Karonga
Rum
Mz
Nkh
Mzimba
Mozambique
Nkhot
Kasungu
Ntchisi
Do
alima
Mchinji
Lilong
dza
Mangochi
Ntcheu
Machinga
Zomba
Mwanza
Blantyre
Limbe
Chikwawa
Thyolo
Mulanje
Nsanje
Mozambique

ESTABLISHMENT OF A COORDINATED SYSTEM OF LIBRARY AND INFORMATION SERVICES

Early in this paper, I mentioned the existence in Malawi of Libraries other than those serving the general public: those in the University; in government ministries, departments and research institutions; in the National Archives; in Colleges, Schools and other educational institutions; in Statutory Organisations and private enterprises.

In this age of increasing scarcity, maximum coordination and sharing of available resources is a target many governments are striving to achieve. As pointed out above, the library, documentation and information sector in Malawi consists of a wide variety libraries and information units, in different states of organisation (or disorganisatic Those of us in this sector here have for many years realized, in a practical manner, the importance of sharing our resources, though without proper coordination.

Establishment of an Interim Coordinating Committee

Local and international developments in this field dictated the establishment of a steering committee in Malawi in 1978. The Director of the National Library Service attended the Inter-Governmental Conference on the Development of Information Services in Eastern Africa, held at Arusha, Tanzania, in April, 1976. Following his report on that Conference, submitted to the Ministry of Education and Culture and passed on to the National Research Council, the Director was invited to attend the Council's 9th Meeting on 21st October, 1976 and 11th Meeting on 7th April, 1977, at which the concept of a National Information System (NATIS) for Malawi was introduced and discussed. Subsequently the Director, at the Council's request, prepared a paper briefly outlining proposals on the establishment of NATIS for Malawi.

Following this, a meeting of organisations interested or involved in Library and information activities was convened by the National Library Service on 13th July, 1978, at which representatives of the University, the Malawi Library Association, the National Archives, National Research Council and Malawi Bureau of Standards were present. Representatives of the Ministry of Agriculture were briefed on NATIS at a meeting held on 13th October, 1978.

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It was reolved that an Interim National Information Committee be created, with its Secretariat at the National Research Council, whose main task would be to arrange for the establishment of a coordinated system of library and information services in the Country. It was envisaged that all existing public libraries, libraries in Government, in Statutory Bodies, in the University and other educational institutions would be regarded as potential components of the system. The present membership of the Committee includes representatives from the Malawi Library Association, the University, Malawi Bureau of Standards, National Library Service, National Research Council (Secretariat), National Archives, Ministry of Agriculture, Department of Information and Tourism, Fisheries Department, and the Ministry of Finance.

The Committee was established to arrange for the establishment of a coordinated system of Library and information services in Malawi, Let us first of all look at coordination. Why did we have to coordinate our services? Among the purposes we identified were the following:

1. To facilitate the streamlining and planning of information services for their development along predeterminated lines.
2. To avoid unnecessary duplication of stocks, effort and services.
3. To facilitate unified government recognition of information and documentation services as an important sector in all endeavours geared at national development.
4. To facilitate multilateral sharing of resources at national and international levels, ensure general awareness of availability of resources and their accessibility.
5. To avoid erratic and random approaches for assistance from the national government and from foreign aid agencies.
6. To stimulate sub-sectoral reorganisation, reassessment of objectives and development within the information sector.

It is therefore important that for economic and operational convenience we have had to have our services coordinated.

We also looked closely at the sharing of our resources and services. Why at all should we share?

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1. **Public Resources:**

In our country, the sources of finance for almost all library, information and documentation services can be traced to the government. In general then, one can justifiably declare that all such resources are public property.

Though each library or information service was created to serve a specified purpose, there is no reason why, for example lawyers, research workers and administrators in Government should be denied access to University Library resources whenever they require such access.

2. Maximising Utilisation and Exploitation of Resources and Services:

Many documents will lie little used in one information unit, though there may be other potential users for those documents elsewhere in the country. The same is true of services offered by information units. Money is well spent if the documents or services on which it is spent are exploited to the possible maximum for the benefit of the whole country.

3. Impossibility of Self Sufficiency:

No information unit, no matter how large, can be self sufficient in meeting the demands of its primary users from its own resources. Similarly no country, defined group of countries (eg. SADCC) or continent can be self sufficient.

The volume of documents, the multiplicity of information media, the diversity of subjects and everrising costs of acquisition make comprehensive coverage and self sufficiency impossible.

THE ROLE OF THE COMMITTEE

There were a number of problem areas to which the Committee addressed itself. Firstly, there was a need to survey the existing information resources and services in the country; information needs had to be surveyed and identified. In September 1978, the National Research Council made available the sum of K800 to enable the National Library Service to carry out a survey of information resources in the country. That survey revealed that:

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a. A number of libraries in the country held valuable collections of documents in fields of activity related to their parent institutions.

b. The majority of the libraries outside those of the University and the National Library Service were in a poor state of organisation, leading to underexploitation, loss of important documents and general disregard for the importance of the role of the library.

c. There were no trained persons at junior levels to be used in operating small library and information units in the country.

d. There was a general need expressed to have a national union list of serial holdings compiled and maintained, and an improvement in photocopying facilities in many of the institutions.

Reorganisation of Libraries, Manpower Training:

It would not be possible to coordinate our various libraries in the state they were until they got properly reorganised. Reorganisation, and maintenance of the organised libraries, required trained personnel: trained personnel at junior levels because an average institution could not, for example, employ a professional librarian to run its small library.

So, through the Malawi Library Association, it was arranged to start a Certificate Course for Library Assistants, which has been successfully ran from 1979, producing an average of 15 trained Assistants per year. Towards the same goal, it was also decided to produce a guide on how to organise and operate small libraries. I edited a 'Manual for Small Libraries in Malawi' which was published by the Malawi Library Associatio in September, 1981.

Gradually institutions in both the public and private sector have sponsored their 'librarians' on the course and the long desired effects have started to show. It is envisaged that by the end of this decade most of the libraries in the country will be manned by trained personnel.

However, we realized the need for training facilities at diploma level to meet the manpower requirements of the larger library and information units in the country. Facilities currently relied upon are those at the University of Botswana. These obviously will not satisfy national requirements; so plans are underway to run three year Diploma courses in Librarianship in the University of Malawi, possibly over a specified number of years.

National Microfilming Bureau/Documentation Centre

By the late 1960's, the problem of storage of files and documents was becoming increasingly acute in many Government establishments, notably at the National Archives, the Accountant General's Department and at the Department of Surveys. Microfilming was seen to offer the chance of both space saving, as well as preservation of the documents. Measures to initiate appropriate government action started in the mid 1970's.

In August/September, 1978, in response to a Malawi Government request, Alan Horder of the National Repregraphic Centre for Documentation in Britain visited Malawi, through ODM sponsorship, as a Technical Adviser to draw up a project for a National Microfilm Bureau which would meet the needs of the Malawi Government and the private sector. His report was issued in November, 1978.

Arising from a request to UNDP to fund the establishment of the Microfilming Bureau, advice was given to the effect that such a Bureau should be part of a National Documentation Centre. Subsequently, UNDP commissioned, through Unesco, the services of three experts of the related Microfilming Unit/Documentation Centre Projects. Mr. Michael Roper of the Public Record Office in London was to advise on the Microfilming Unit, and Mr. Stephen W. Massil/Madame Antoinnette Davide to advise on the Documentation Centre.

Mr. Roper visited Malawi in October/November 1979 and among his terms of reference was 'to visit existing institutions which could host a microfilming Unit, pending the formation of a Documentation Centre where it might eventually be transfered to'. His report was issued in early 1980.

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Mr. Massil and Mmme Davide visited Malawi in November 1980 to assist in formulating and developing a plan for the establishment of a National Documentation Centre: advise on the establishment, define subjects to be covered, define the various groups to be served, advise on the scope of the Centre to be created and prepare, in conjunction with the authorities, a project document. The Interim National Information Committee met the two experts on 17th November, 1980. Their reports were received in mid- 1981 and the Committee met to discuss them on 3rd July, 1981. The Committee's views on the reports, and its proposals were conveyed to Government by the Secretariat. Government approval to go ahead with arrangements for the formation of a National Documentation Centre was given in February 1983, and a Project Document was drawn by the Committee.

The project consists of two Units: Establishment of a National Documentation and Information Service, and Establiment of a National Microfilming Bureau. The Units may be funded jountly or separately. Implementation of the National Documentation and Information Service Project is envisaged to last for a period of six years, in two phases of three years each. The first phase would see the creation of a Central Coordinating Machinery, based in either one of the existing libraries or in a purpose - built Central Library and Records Centre at Capital Hill in Lilongwe. The second phase would see the reorganisation and strengthening of information subsectors covering such areas as agricultural information services, industrial and commercial information services and government library and documentation services. Costs of staff training abroad, computer soft and hardware, vehicles, acquisition of documents and reproduction equipment are included. The total cost of the Project during the six years was estimated at K3,038,770.

In the likely event of there being no donor prepared to finance the whole of a Project of this nature to the tune of over 3 million Kwacha, we decided to make implementation of the Project very flexible. It would be possible to start with the subsectoral information services. For example, in the event of a donor willing to help only in the improvement and development of agricultural information services in Malawi, it will be possible to propose a smaller project covering that are as long as it was within the over-all national plan of a coordinated system of such services.

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. Already, a Fisheries Documentation and Information Service in Malawi is being planned (Malawi is responsible for the Fisheries, Forestry and Wildlife Sector in SADCC). Because our economy is based on agriculture, we naturally regard the establishment and development of a Malawi Agricultural Documentation Information Service (MADIS) as a priority target.

The establishment of the Microfilming Bureau would be spread over a period of four years at a total cost of K457,860. It is envisaged that the National Archives would accommodate the Bureau.

Administrative Machinery

The Committee has also been tackling matters relating to the administrative machinery for a national system of library and documentation services. Crucial among them are the creation of a formal National Advisory Board on matters relating to libraries, archives and documentation services; the formulation of a National Information Policy; the revision, where necessary, of all legislation affecting library and information services, e.g. the National Library Service Board Act and the National Archives of Malawi Act; and the creation of a library/documentation career structure in the civil service. The Committee's attention had been focussed on getting these sorted out in due course.

It has been established that all matters relating to library documentation and information activities in Malawi shall be handled by the Office of the President and Cabinet, through the National Research Council. Until such time that a National Coordinating Centre gets formally established to function as a National Focal Point, the Committee's Secretariat handles all external communication and liaison, and the National Library Service functions as the coordinating agency.

External Relations

The Committee has been associated with the activities of other documentation/information organisations in the Eastern, Central and Southern Africa region.

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A member of the Committee attended the first PADIS Consultative Meeting of Information and Documentation Scientists, Policy Makers, Researchers and Experts of Technical Cooperation from Southern African Governments, which was convened in Harare from 22nd to 26th February 1982 by the ECA. That meeting discussed the creation of a Southern African Documentation and Information System (SADIS) as a Sector of SADCC.

The Committee contributed to the SADIS Feasibility Study, carried out in February/March, 1983, and sent a five man delegation to a SADIS Consultative Meeting held in Harare from 19th to 22nd April, 1983, at which the Feasibility Study report and a draft SADIS Project Document were discussed.

A member of the Committee attended a SADIS Technical Committee Meeting in Harare from 13th to 15th July, 1983, which discussed technical aspects involved in the SADIS Project.

The Future

The establishment of an administrative machinery for the system, as indicated above, holds the key for further developments.

Availability of funds for the establishment of the National Documentation and Information Service is another crucial element. Serious thought will have to be given to the creation of library posts in various government ministries and departments were signigicant information resources exist, within a civil service 'library' career structure.

Training facilities available locally cater for the library assistant level os personnel. For middle and top level personnel in library and documentation services, external training facilities will be relied upon for some time to come. More librarians/documentalists/information specialists are required for services of the nature envisaged in the national system. The establishment of a diploma course in librarianship in the University of Malawi will be a significant step towards meeting these manpower requirements.

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Section: PUBLIC LIBRARIES

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Public library service in Africa.

Opening remarks : the development of a nationwide public library service

by

E M BROOME

County Librarian

Hertfordshire, UK.

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It is my pleasure to welcome you to this meeting today. I do not propose to speak for long, for it is much more fitting that you should listen to the authentic voice of our African colleagues. However, it is appropriate that I should introduce this session. First, because I happen to be the Chairman of the Section which is sponsoring it. Second, because I am probably the only person present who participated in the Meeting of Experts on the National Planning of Documentation and Library Services in Africa, held under UNESCO auspices in Kampala in 1970.

In his inaugural speech to that Meeting of Experts, the then Minister of Culture and Community Development, Mr C B Katiti, referred to the determination of Africans to work closely together in an endeavour to solve their problems.(1) From time to time this resolve appears to falter, but sooner or later it reasserts itself; no more so than at a time like this when a great international professional organisation like IFLA, which itself is dedicated to the ideal of bringing together librarians from all nations of the world to seek solutions to common problems, meets for the first time on African soil.

It seemed appropriate to the Standing Committee, when this session was being planned, to use this Meeting of Experts as a point of reference. How have the recommendations made at this Meeting influenced development? How much development has in fact taken place in the intervening fourteen years? In particular, have nations succeeded in establishing public library services which serve the people whereever they may live?

Each of the speakers is going to attempt the task of answering these questions - perhaps not directly, but by implication; by telling us of the way in which library services have developed in their countries and of the current state of provision. Each will speak for about 20 minutes and hopefully this will allow time for questions.

First let me remind you of how the Meeting in Kampala came to take place and of some of the key recommendations. In the Unesco Bulletin for libraries for September - October 1971 (2) I referred to the strong appeal to developing countries of the concept of planning the totality of library services within the context of national development; a concept soundly based on the pragmatic thought that only in this way can librarians secure the allocation of an adequate share of national resources to ensure the development of library services. I went on to describe the forceful advocacy of this concept by Carlos Victor Penna, then Director of Unesco's Division for the Development of Documentation, Libraries and Archives Services, notably in his book The Planning of library and documentation services. (3) An equally important influence was his decision, endorsed by Unesco, "to create opportunities for librarians from developing countries to participate in a direct interchange of ideas on the way in which library development might be advanced by organizing a series of meetings at which local experts can discuss the concept of planning library services and its relevance for solving the problems in their own countries and in geographical regions as a whole. The first of these meetings was held in Quito in 1966 and the second in Colombo in 1967".

"The meeting in Kampala was therefore the third in a series. It brought together a selection of fourteen librarians and documentalists from twelve African countries, representative not only of nations with different backgrounds and problems but also of different kinds of library services. These local experts were assisted in their deliberations by consultants from Canada, France, the United Kingdom, the United States of America, and the Union of Soviet Socialist Republics, and by a number of specialists on the staff of Unesco. Official observers were present from the East African Literature Bureau, the Ford Foundation, the Organization for Economic Co-operation and Development, and the United Nations Development Office.

A the end of a week of deliberations in the rather formal splendour of Uganda's Parliament Building the delgates attending the Meeting made a considerable number of far reaching recommendations. Not all of them concern us today, but the principal ones are worthy of note:

"a. ...early steps be taken in each country to create a single national body, backed by the necessary legislation, with responsibilities to the planning and development of a fully intergrated national library and information system.

b. That such bodies should be responsible to one minister who would act as its spokesman in the body politic and have a membership fully representative of all agencies requiring the provision of library user information services and of all government ministries concerned, including planning and finance.

c. That such bodies should be provided with the necessary finance and expert staff to enable them to carry out the following functions:

(i) the preparation, coordination and implementation of development plans for all types of library and information services;

(ii) the costing of such plans and their inclusion in the national development plans;

(iii) the harmonization of the allocation of all resources for library and information services whether from internal or external sources;

(iv) the establishment of national standards for the efficient operation of library and information services;

(v) the development of a unified scheme of service and a common salary structure for the profession and the preparation in consultation with established schools of librarianships of the necessary manpower plans.

That as necessary new schools of librarianship be provided to ensure that African librarians can receive their basic professional training in Africa and that such schools should be established as an integral part of universities."(5)

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